



# Microsoft Office – Skype for Business

Division of Information Technology

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## Navigating This Guide

Throughout this document there are a number of links that take you to external videos and web pages to help you get the most out of your Skype for Business experience.

## Purpose

The purpose of this document is to provide an introduction to Microsoft Skype for Business. This document covers the following key areas:

- Initial Setup
- How to use

## Introduction

Skype for Business (formerly Microsoft Lync) is a communication and collaboration platform inspired by Skype with enterprise-grade security, compliance and control. Some of the main features include:

- [Presence](#)
- [Instant Messaging](#) (IM)
- Voice and video calls
- [Online meetings](#)

To familiarise yourself with Skype, please take a look at this [introductory video](#).

## Getting Setup

To install Skype for Business, simply locate and run the installation from the 'Install Software' shortcut on the desktop of your Windows PC. You will also need to upgrade your CSU account to enable Skype for Business access. To upgrade your account, open <https://itservices.csu.edu.au/sfb.aspx> and follow the on-page instructions.

The first time you open Skype for Business on a CSU Computer, you may be prompted for account information, including your CSU username and password. These details should be entered in the below format:

- Your CSU email address: [<username>@csu.edu.au](#)
- Your CSU password

The first time you log into Skype for Business a web page may try to open. The web page is a welcome page only and not crucial in your use of the system.

# Using Skype for Business

Using Skype for Business allows you to:

- Communicate with one or more colleagues simultaneously using the Instant messaging (IM) capabilities
- See if your colleagues are available so you can select the most appropriate time to reach them
- Set up an online conference between two or more users
- Add Distribution Lists to your contacts

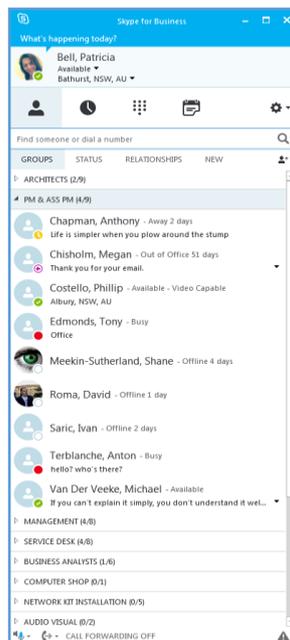
## Launching Skype for Business

An icon similar to the one shown below will appear on your task bar whenever Skype for Business is running. You can also find it in the Start Menu, listed under All Programs.



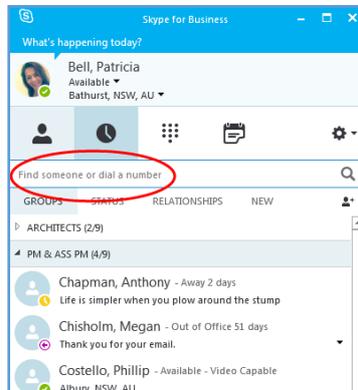
Skype for Business will launch automatically when you log into your computer. There is no need to start or launch the application manually.

**Note:** If you are a new Skype for Business user, your contact list will appear blank the first time you open the program. Information on how to populate this list can be found below.

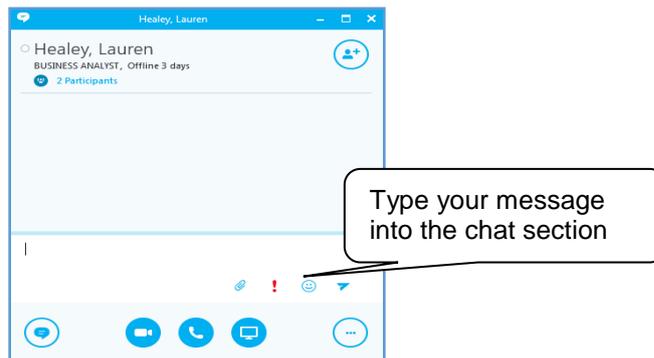


## Sending a Message

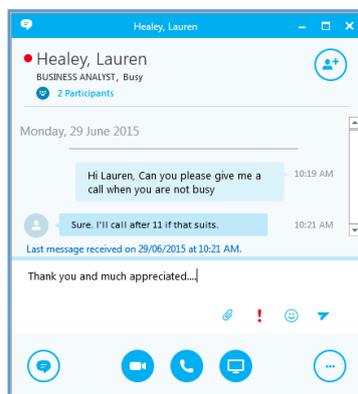
To send a message to someone, simply scroll through the names on the list until you find them. You can also enter their name in the search box near the top of the window. You can use search using their name typed in the normal order (first and last) or in reverse (last name, first name).



Once you have found the listing for the person you would like to send a message to, double click on their name and a message window will open. Type your message into the chat section of the window and press **Enter** to send.



When the person on the other end replies, it will appear under what you have typed in the top section of the screen. Your entire conversation will show in the window.



Skype will save all your chat conversations in **Conversation History** folder in Outlook by default. This feature can be turned off in the program options. If you require assistance to disable this option, please contact the [IT Service Desk](#).

## Populating Your Contact List

When you first start to use Skype for Business, you will not have any names in your contact list to send messages to. You need to populate your list by searching for contacts in the **Find** bar and send them a message. Once you've done this, the contact will appear in your **Contacts** list. Existing users will still have their contacts from the previous version of Communicator.

## Statuses

From the **Contacts** list you can see the status of your saved contacts, or you can view the status of any other Skype for Business user by searching for them as described above. The status options available include;

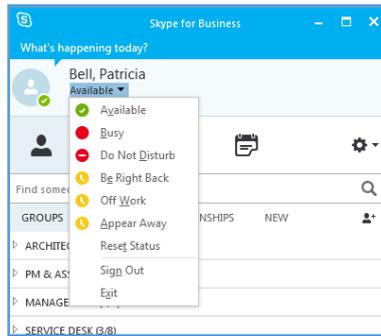
- **Available**  
You can send a message to the contact.
- **Be Right Back, Off Work and Appear Away**  
Your contact is not at their desk and the message will indicate how long they have been absent. Skype will automatically switch to the Appear Away status after your computer has been inactive for a period of time. You can manually select either Off Work or Be Right Back as needed.
- **Busy**  
Your contact is busy and not available at this time. This status is pulled from your Outlook calendar, based on your appointments. If you have time blocked out, Skype for Business will show you as Busy.
- **In A Meeting**  
Your contact in a meeting and not available at this time. Similar to the Busy status, this is pulled from your Outlook calendar. If your calendar shows a meeting with multiple attendees, your status will be set to In A Meeting.
- **Do Not Disturb**  
Your contact is busy or sharing their screen with another contact. Messages sent to a contact using this status will not be received.
- **Out of Office**  
Skype for Business pulls this status and populates your Out of Office message (if it is set) from your Outlook Calendar.

**Note:** In certain instances, depending on your Outlook configuration, you may need to manually add your Out of Office message to Skype for Business by copying it into the **Personal Note** field.

## Enhanced Presence

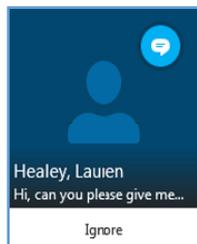
Includes: Available, Busy, Do Not Disturb, Be Right Back, Off Work, and Appear Away. It also shows you as 'Do Not Disturb' when you are running a full-screen application.

To change your presence, click the arrow next to your status, and then select a status from the list.



## Receiving a Message

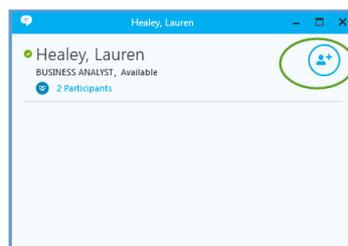
When you receive a Skype for Business message, you will hear a 'ding' and a blue flashing alert will appear on your **Task Bar** at the bottom of the screen. If you click on the alert the message will open and you can begin the conversation.



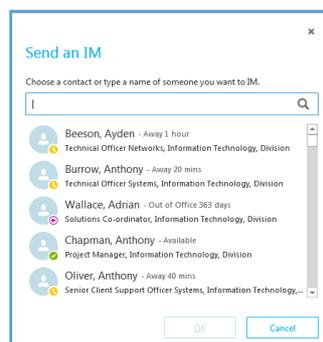
## Adding Other Contacts to your Conversation

Skype for Business will also allow you to invite one or more people to join a conversation.

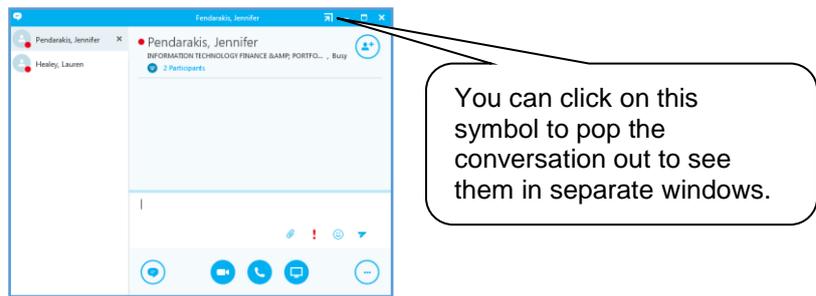
To add a contact to your conversation, simply click on the **Invite someone to join the conversation** icon at the top of the window.



A list of contacts will appear and you can select the contact or contacts you wish to add to the conversation, if the contact is not already there you can manually type it in. Click **OK** to add.

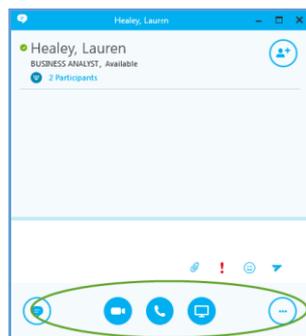


The contact(s) will now be added to your conversation and you can continue your interaction as normal. If you have more than one Skype conversation at a time they will appear layered together as shown below.



### Adding Audio/Video/Presentations to your Conversation

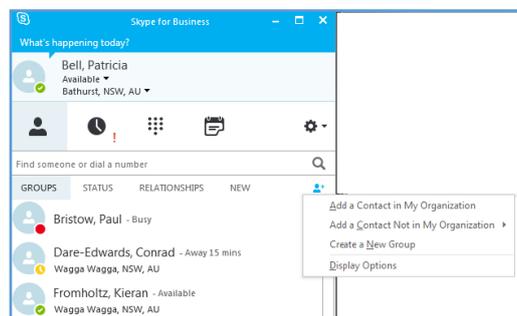
You can quickly add audio, video or a presentation to your interaction by selecting the appropriate buttons(s) at the bottom of the conversation window.



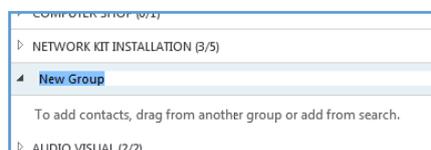
### Create Contact Groups

You can also create groups within your contacts.

To create a group in the main window, click the **Add a contact** button and a new pop up box will appear. Select **Create a New Group** from the options available.



In the space that opens up near the bottom of window, type over 'New Group' to give your group a name.



Other options available include:

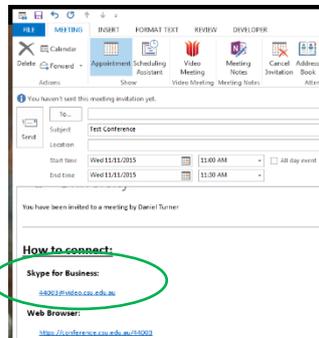
- Add a Contact in My Organisation,
- Add a Contact Not in My Organisation, or
- Display Options

## Desktop Video Conferencing

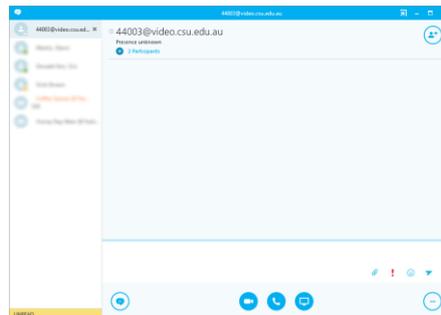
Skype for Business is the recommended software client for Desktop Video Conferencing on Windows PCs. You can use Skype for Business to connect to any scheduled video conference, as well as your personal VMR for ad-hoc meetings.

To use Skype for Business to connect to a scheduled video conference, simply open the meeting in your calendar and click the link under the **Skype for Business** heading, as shown below.

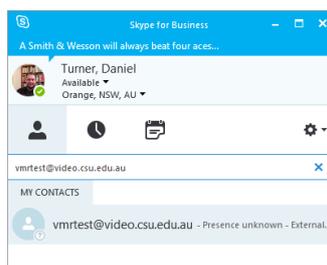
**Note** - When a CSU Video Conference room is scheduled into a VC meeting, the system will generate a unique VMR for the meeting 5 minutes before the meeting commences.



Clicking this link will automatically launch a Skype call window, from which you can initiate a video or audio-only call by clicking the appropriate call button.



In order to connect to your personal VMR using Skype for Business, you will first need to add the VMR to your contact list. To do so, open Skype for Business and type the full name for your VMR into the Find box, as shown below.



Your personal VMR is identified using two different aliases or names:

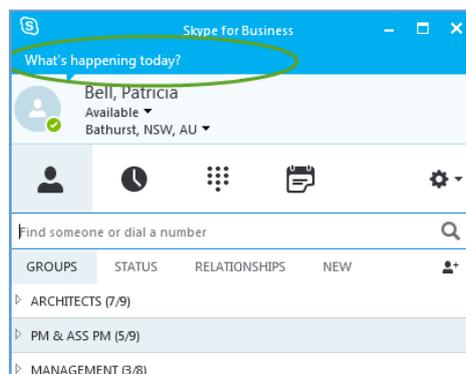
1. **emailprefix**@video.csu.edu.au
2. **extension**@video.csu.edu.au

The emailprefix ID is recommended for adding your personal VMR to Skype for Business. Once your personal VMR has been found, simply double click on the name under **My Contacts** to launch a call window.

## Add a Personal Note to your Status

Skype for Business allows you to add a personal note to your status (e.g. 'Teaching All Day').

You will see the heading **What's happening today?** at the top of your window.



When you select the heading, a window will open where you can add your note.

Type your note and press enter to set. When you wish to remove the note, double click on the message and then delete it.

## Integration with Outlook

Integration with Outlook means that Skype for Business can read your calendar and indicate to others when you're:

- In a meeting
- Out of the office
- Available

By hovering your mouse pointer over a contact's name, you can see their personal note as well as when they are next available.

## Skype for Business Personal Conferencing

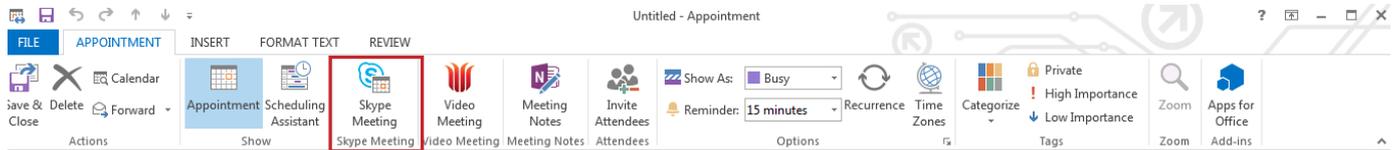
In addition to VMR based conferencing, another method for running Personal Video Conferences is available using Skype for Business.

This method has some limitations, as it is only available to:

- CSU staff that have upgraded from Microsoft Communicator to Skype for Business and
- Skype for Business to Skype for Business connections. **Skype for Business conferences cannot be accessed using any of the connection methods discussed above.**

To schedule a Skype for Business meeting, open the calendar in Microsoft Outlook, select your desired date, timeslot and meeting participants.

Once you have determined these options, click the 'Skype Meeting' button in the Outlook ribbon menu, as shown below.



After clicking this button, information similar to the following will be populated into the body of your meeting request.



When the meeting recipients click the **Join Skype Meeting** button, Skype for Business will launch and the call buttons within the application can be used to start a video or audio call.

If you create a Skype Meeting and later wish convert it to an Admin Video Conference, you will need to remove the Skype meeting information from the body of the meeting request. If this information is not removed, you may have some meeting participants attempt to connect by clicking the **Join Skype Meeting** button. As the Admin and Skype Conferencing are separate systems, anyone clicking this button will not be joined to the correct conference.

## Change your Skype for Business Picture

To change the photo or image that displays with your contact info, go to the Skype for Business main window and select **Options**  **> My Picture > Edit or Remove Picture**.

By default, your picture will be available to all CSU Staff using Skype for Business as well as external contacts. It is advised that you use an appropriate head shot as your picture. It will also appear in other Office programs you might use including Outlook.

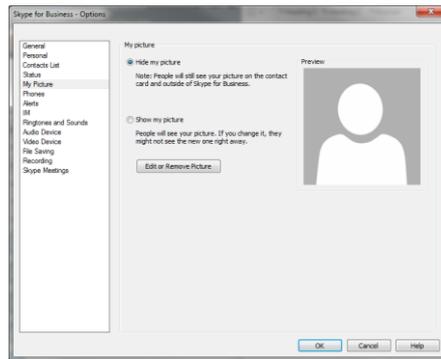
If you change your picture, it might take some time before the new one appears (usually within 24 hours).

## Change your picture

In the Skype for Business main window, click on your picture. This will open the options menu to **My Picture**.

1. In My Picture options - under **Show My Picture**, click **Edit or Remove Picture**. A browser window will pop-up and you will be asked to sign in to [weboutlook.csu.edu.au](http://weboutlook.csu.edu.au) with your CSU account.
2. Click **Browse** and choose the picture you want to use (any size and resolution).
3. Select the file and then click **Save**.

**Note** - If the Edit or Remove Picture button is unavailable (grayed out), for example:



Ensure that:

- The **Hide my picture** option, above **Edit or Remove Picture**, is not selected
- Otherwise please contact the Service Desk for further advice

## Hide your Picture

You can hide your picture in Skype for Business. If you select this option, other Skype for Business users will see a blank representation instead of your picture.

### *Hide your picture in Skype for Business*

- In the Skype for Business main window, click on your picture
- In **My Picture** options, under **Show My Picture** - click **Hide my picture** and then click **OK**

### *Hide your picture in Skype for Business and other Office Programs*

- In the Skype for Business main window, click the **Options** button , and then select My Picture from the list
- In **My Picture** options, under **Show My Picture** - click **Edit or Remove Picture**
- Sign in to [weboutlook.csu.edu.au](http://weboutlook.csu.edu.au) (if you're not signed in automatically) and then click the Delete (x) icon or Remove picture

### *Hide everyone's pictures in Skype for Business*

You can stop Skype for Business from displaying pictures (e.g. if you'd like to see more text in the Skype for Business main window).

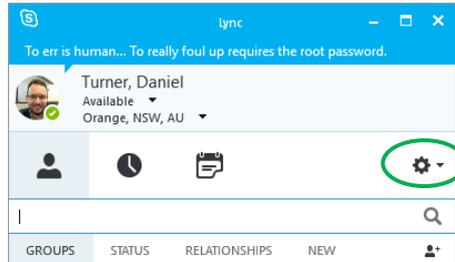
This procedure removes your picture and everyone else's from your view, but it doesn't remove your picture from the view of others. To hide your picture from others, see the previous section.

- In the Skype for Business main window, click the **Options** button and then select **Personal**
- In Personal options under **Show pictures**, clear the **Show pictures of contacts** check box

# Troubleshooting

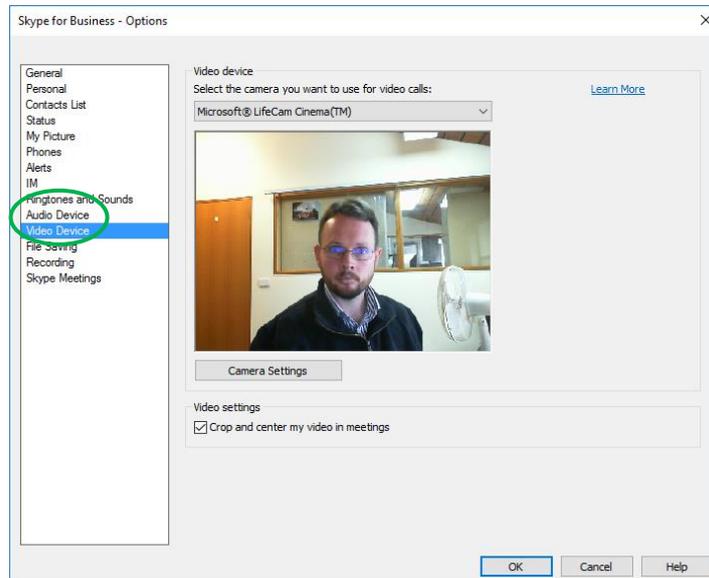
## Video, Sound or Microphone Issues

If you experience sound, microphone or video device issues when making calls or joining a CSU Video Conference, you'll need to check the audio and/or video settings by clicking the **Options** button (looks like a cog) at the top right of the Skype for Business window (see screenshot below).



From the options window, you can view the Audio and Video Device settings and use the menu to select your desired audio and video devices.

If the correct video device (webcam) is selected, a video preview will be shown. Similarly, if the correct microphone is selected on the Audio Device settings page, an audio tracker will indicate sound is detected.



If you work in a hot-desk environment or regularly move between campus locations, you may need to re-check these settings on a regular basis as the available hardware will change depending on what is detected in each location.

## Further Assistance

Please contact the [IT Service Desk](#) for further assistance with Skype for Business or Desktop Video Conferencing.