


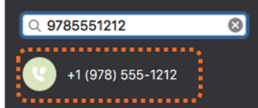


Conference Calls and Online Meetings

Set up an Ad-Hoc Conference Call

If you are already in a phone call, you can add other users from your contact list, the UMass Lowell directory, or via a phone number.

- Place the call on hold by clicking **Hold:** . Note: If you do not see the Hold button, click the **Call Controls** button first: .
- Click the **Invite More People** button () and search for the contact to invite; you can also enter a phone number.
- When you have found the contact, double-click on it in the search results.



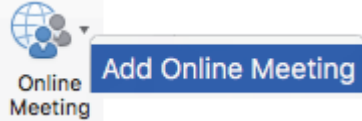
The number will be dialed and joined into the existing call.

Scheduling a Conference Call or Online Meeting

Note: You must be logged into Skype for Business on your Mac in order to schedule an online meeting.

- Open your Outlook calendar and click **Meeting:** 

- Click **Online Meeting** and select **Add Online Meeting:**



- Set up the meeting as you would normally.

Joining a Scheduled Conference Call or Online Meeting

- Open the Outlook meeting invitation – you will see the connection options. . Join by phone [+1 \(978\) 934-6020](tel:+19789346020) (Lowell) [Find a local number](#)
Conference ID: 93507
- If you have Skype for Business installed on your computer, click **Join Skype Meeting**.
- If you or an outside participant do not have Skype for Business installed, click **Try Skype Web App** to install a web browser plug-in and join the meeting.
- To attend via phone, call the phone number listed in the meeting invitation and enter the conference ID when prompted.

What else does Skype for Business do for me?



How can I install Skype for Business on my Mac computer?

You must be running Microsoft Office 2016 on your Mac before installing Skype for Business. If you do not have Office 2016 installed, it can be downloaded here: www.uml.edu/IT/Services/Software/Office-For-Faculty-Staff.aspx

Skype for Business installers can be found here: www.uml.edu/SkypeforBusiness

Where can I get more information?

www.uml.edu/SkypeforBusiness

Need Help?

The IT Service Desk is available to answer any questions you may have.

Web: <http://helpdesk.uml.edu>

Email: help@uml.edu

Phone: Monday thru Friday, 8:30am to 5:00pm
978-934-HELP (4357) or extension 44357
Toll free: 866-435-7437

Walk-In:

UCrossing 'B', Mezzanine Level: 8:30am-5:00pm
Lydon Library, 1st floor: 8:30am-8:00pm
O'Leary Library, 1st floor: 8:30am-8:00pm



Learning with Purpose

INFORMATION TECHNOLOGY

Skype for Business – Mac



Skype for Business is a complete phone and communications solution for UMass Lowell. Using Skype for Business, you can connect and collaborate with colleagues in real time using instant messaging (IM), screen sharing, audio, video and web conferencing.

Please see the back panel for more information about Skype for Business and how to get assistance.



Skype
for Business

Phone Calls

Answer a Phone Call

When someone calls you, an alert will appear on your screen:



If you have a desk phone, answer it as you would normally.

If you have a headset, you can...

- Click on the blue **Phone** button to answer the call:
- Click the red **Phone** button to reject the call:

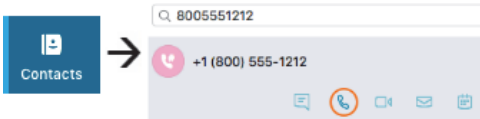
Make a Phone Call

To call someone in your contacts:

- Click on the person's name, then click the **Phone** button:
- Select the number to call (Work, Mobile, etc):

You can dial a phone number directly in two ways:

1. Click **Contacts**, enter the phone number in the search box, click on it and select the **Phone** button:

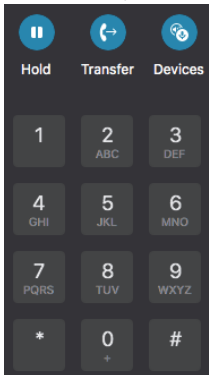


2. Select **Dial Pad** from the Window menu (or press **⌘-2**), enter the number, and click **Call**.

- You do not need to dial an '8' or '1' for outside calls
- You can dial internal extensions directly (i.e. 41234)

Other Controls

If you are in a call and do not see the dial pad and options (hold, transfer, etc), click the **Call Controls** button ():



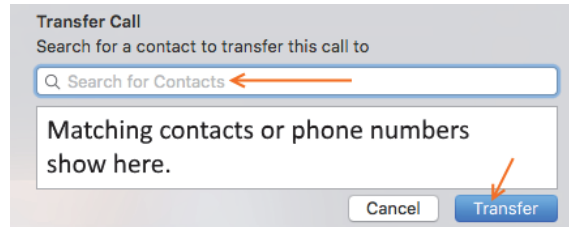
- Click **Hold** to place the call on hold
- Click **Transfer** to transfer the call to another number. Note that this would be a 'blind' transfer. See the section on Transferring Phone Calls for more info.
- If you have a second device connected (i.e. a headset or speakerphone), click **Devices** and select the device

Transferring Phone Calls

If the Hold and Transfer buttons are not visible during a call, click the **Call Controls** button to view them:

Blind Transfer (transfer without first announcing the call)

- When you are in a call, click **Transfer**:
- In the search box, enter the name/phone number to whom you want to transfer the call, then click **Transfer** at the bottom of the window:



- After a moment, the call will transfer and your call will end

Transfer with Announcement

- Place the call (the 'first party') on hold by clicking **Hold**:
- Return to the main Skype for Business window and make a second call to the person who should receive the transferred call (the 'second party'). *If you did not place the first party on hold already, they will be automatically put on hold.*
- After announcing the transfer, end the second call, then do a blind transfer as described above to the second party.

Presence, Contacts, and IM

Presence

Skype for Business automatically reads your availability from your Outlook calendar and your computer status.

- To manually change your presence, select a different status from the presence menu.
- To revert from a manual status change and have Skype for Business automatically update your status, select **Automatic**.
- The Mac client does not yet have the ability to adjust who can see your presence. You may log into Skype for Business on a Windows computer and to make these changes:
 - Change the access level for a specific contact: Right-click on a contact, select **Change Privacy Relationship**, and select the level of access you want to give this contact.
 - Turn off automatic updating of presence: Click **Options** () , select **Personal**, then uncheck **Update my presence based on my calendar information**.
 - Enable selective presence status: Click **Options** () , select **Status**, then select **I only want people in Contacts to see my presence** (*everyone else will see you as 'offline'*).

Contacts

- Click in the search box and enter part of the person's name
- If this is a frequent contact, right-click on their name and select **Groups** → **Favorites**.
- To create a contact group, right-click in the unused portion of the Contacts screen and select **New Group**.
- To add a contact, right-click on their name and either select **Add Contact** or select **Groups** → **<Group Name>**.
- You can click on a contact to start an IM, phone call, video call, or open their contact card for more information.

Instant Message (IM)

- Double-click on a contact to start an IM. You can start typing and press **Enter** to send your message.
- You may use the icons at the bottom of the IM window to start a video call, audio call, or share screens:

