

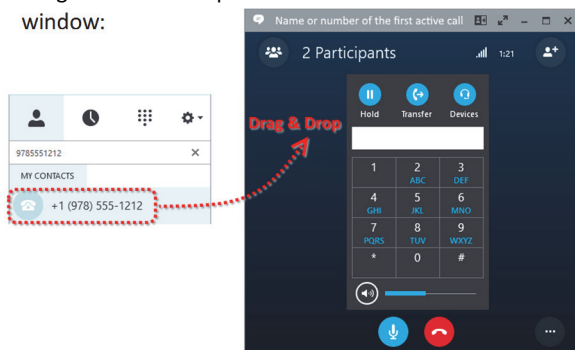


Conference Calls and Online Meetings

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: 
- In the main Skype for Business window, find the person you want to add to the active call by...
 - Locating their contact entry in your list
 - Searching the UMass Lowell directory
 - Entering their phone number in the search box
- When you have found the contact, **DO NOT DIAL IT.**
- Drag the contact or phone number into the active call window:



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

Scheduling a Conference Call or Online Meeting

- Open your Outlook calendar and click **New Skype 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. 
The image shows a screenshot of an Outlook meeting invitation. A red arrow points to the 'Join Skype Meeting' link. Below it, there are options to 'Join by phone' with a number '+1 (978) 934-6020 (Lowell)', a link to 'Find a local number', and a '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 Windows computer?

Skype for Business is included with Microsoft Office 2016. If you do not have Office 2016 installed, it can be downloaded here:

www.uml.edu/IT/Services/Software/Office-For-Faculty-Staff.aspx

Installers for other devices 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, 1 st floor:	8:30am-8:00pm
O'Leary Library, 1 st floor:	8:30am-8:00pm



Learning with Purpose

INFORMATION TECHNOLOGY
Skype for Business – Windows



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.

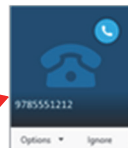


Skype
for Business

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.

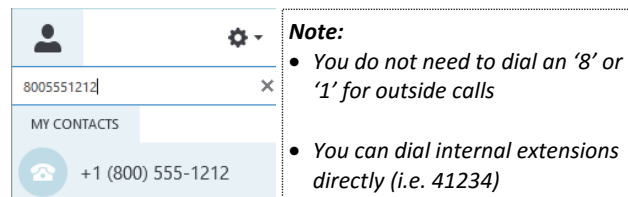
If you have a headset, you can...

- Click anywhere in the upper blue area to answer the call
- Click **Ignore** to reject the call and send it to your voicemail
- Click **Options** to take other actions

Make a Phone Call

To call someone in your contacts, do one of the following:

- Hover the mouse over the icon to the left of the person's name, then click the **Phone** button to call the person's primary number:
- Click the small arrow next to the **Phone** button to select an alternate number for that person:
- Right-click on the contact, select **Call**, then select a phone number or option from the menu
- To dial a phone number directly, enter the phone number in the search box and press **Enter**:

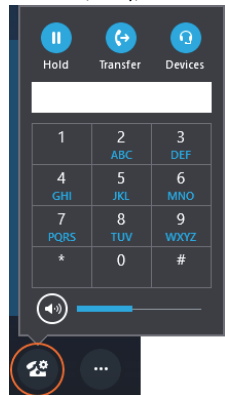


Note:

- 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:



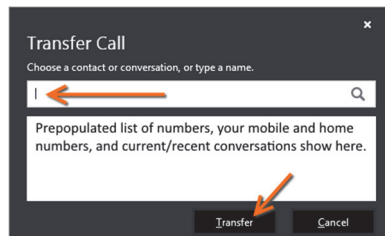
- Click **Hold** to place the call on hold
- If you have a second device connected (i.e. a headset or speakerphone), click **Devices** and select the device
- Click **Transfer** to transfer the call to another number. Note that this would be a 'blind' transfer. See the section on Transferring Phone Calls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

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)

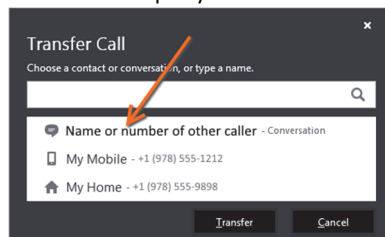
- When you are in a call, click **Transfer**:
- In the search box, enter the name/phone number to whom you want to transfer the call, then click **Transfer** at the bottom of the window:



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

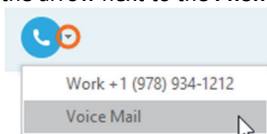
Transfer with Announcement

- 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, click **Transfer**:
- Select the first party from the list and click **OK**:



Transfer a Call Directly to Voicemail

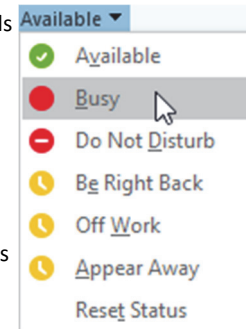
- To transfer a call to someone's voicemail, click **Transfer**:
- In the 'Transfer Call' window, search for the person or find their contact entry
- Hover your mouse over the icon to the left of the person's name
- Click the arrow next to the **Phone** button and select **Voice Mail**:



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 **Reset Status**.
- To control who can see your presence:
 - 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** (gear icon), select **Personal**, then uncheck **Update my presence based on my calendar information**.
 - Enable selective presence status: Click **Options** (gear icon), 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 **Add to Favorites**.
- To create a contact group, right-click on any existing group header and select **Create New Group**.
- To add a contact to a group, right-click on their name and select **Add to Contact List**, then select the appropriate group.
- 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 drag and drop a file into the IM window to send that file.
- You may use the buttons at the bottom of the IM window to start a video call, audio call, or share files:

