

TEXAS TECH
UNIVERSITY

Skype for Business

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Introduction

Microsoft® Skype for Business™ ushers in a new connected user experience transforming every communication into an interaction that is more collaborative, engaging, and accessible from anywhere. For IT, the benefits are equally powerful, with a highly secure and reliable system that works with existing tools and systems for easier management, lower cost of ownership, smoother deployment and migration, and greater choice and flexibility.

Features of Microsoft Skype for Business include:

- **Instant messaging** with rich-text formatting.
- **Contact management** to help you find and select the people you need.
- **Presence management** to show your availability to communicate.
- **Access level management** to control which of your contacts can view your presence information.
- **Integration with Microsoft Office programs** for convenient data sharing.
- **Voice and video** calls to your contacts.
- **Escalation to web conferencing** for changing quickly from instant messaging to audio or video.
- **Dial-in conference calls.**
- **Communicate anywhere** you have a phone or computer- not just the office.

Course Objectives

After completing this course you will be able to:

- Sign in to Skype for Business;
- Sign into Response Groups;
- Send and receive instant messages, voice calls, and video chats;
- Manage your contact information;
- Manage access levels and your online status; and
- Share applications.

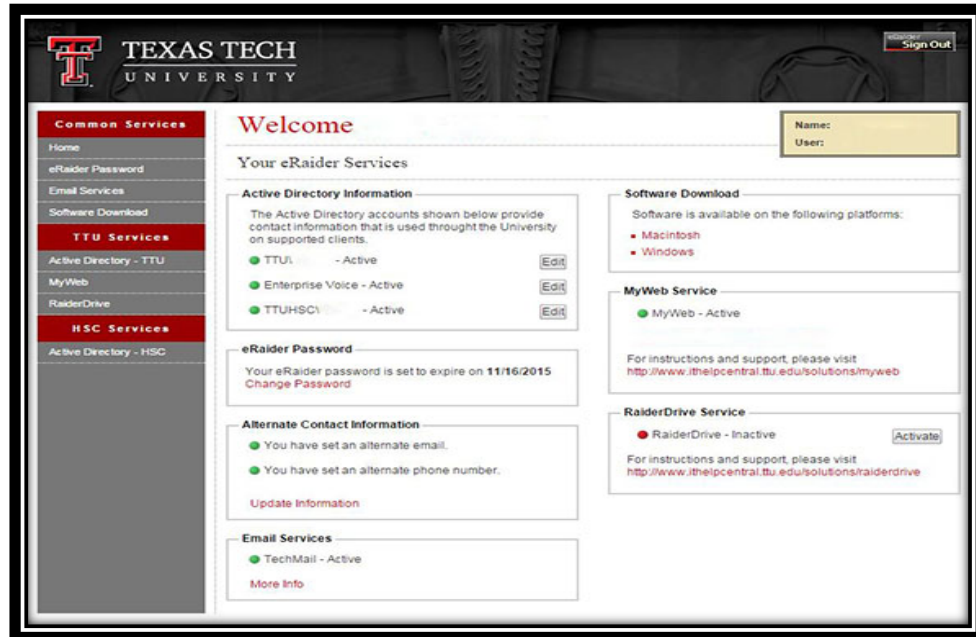
Getting Started

Where Can I Download Skype for Business?

Skype for Business is available for download free of charge for Texas Tech faculty, staff, and students on the eRaider Account Manager website (<https://eraider.ttu.edu>) in the Software Download section.

Activate Enterprise Voice

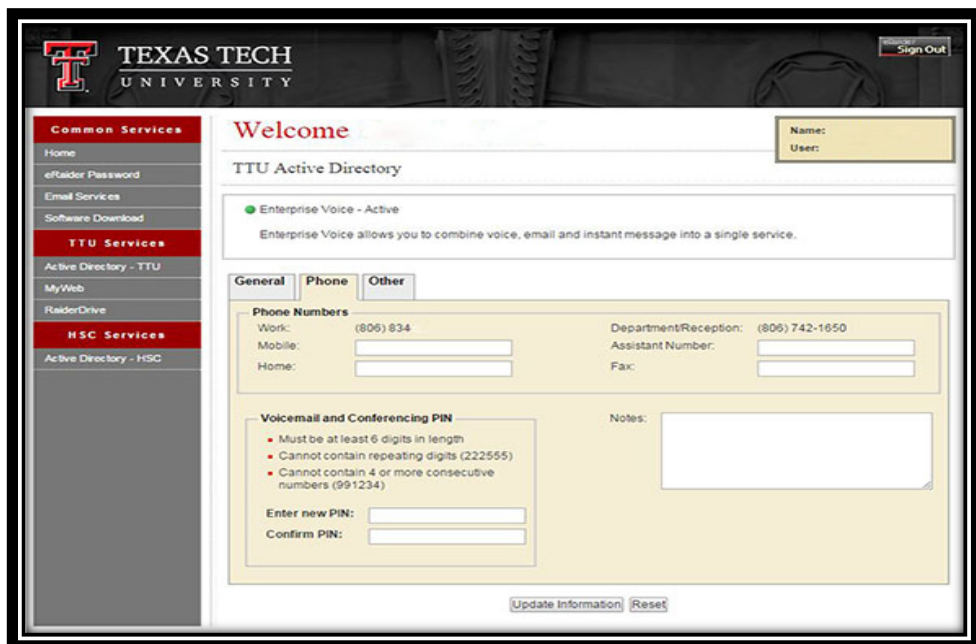
Go to <https://eraider.ttu.edu> and look in the section marked **Active Directory Information**. Next to the words Enterprise Voice, click the button to **Activate**, or click **Edit** if already active.



Set Your Conferencing PIN

On the **Phone** tab you will see your **new phone number**, as well as your department or reception number. If any of this information is incorrect, please contact IT Help Central at (806) 742-HELP.

Under Voicemail and Conferencing PIN enter a **6 digit PIN** number and click **Update** Information. Use this pin to authenticate when you **dial in to conference calls**.




Your New Phone

Polycom CX300



Sign In to Skype for Business

After completing the download and installation of Skype for Business from eRaider, click the **Start** button, point to **Programs**, and then select **Skype for Business**. This opens Skype for Business. Enter your TTU e-mail address and click **Sign in**.

If you want Skype for Business to run whenever Windows is running, click the **Show Menu** button  on the right side of the window above the search field. On the menu, point to **Tools** and then click **Options**. Finally, select the check box **Automatically start the app when I log on to Windows**. (Your computer may already be set up this way.)

Microsoft Lync is now Skype for Business — see what's new

If you already use Skype to stay in touch with friends and family in your life away from work, you'll appreciate the power and simplicity of Skype for Business where it's easy to find and connect with co-workers. And you can use

the devices you already have to reach businesses through an enterprise-grade, secure, IT-managed platform. If you're coming to Skype for Business from Lync, you'll recognize all of the features you already use but in a fresh new interface with simplified controls and some great new additions:

- New look and feel
- Call from Skype for Business using your desk phone for audio
- Quick access to call controls
- Add a contact not in my organization
- Emoticons

New look and feel

If you're a regular user of the commercial version of Skype, then Skype for Business will seem very familiar: the Contacts list, presence indicators, buttons and icons, and even the app sounds should make you feel right at home.

Of course, all the essential Lync features are still there—like the Quick Actions buttons, which let you IM or call a contact (and more) with just one click or tap.

In the Skype Meeting window, the simplified arrangement of controls and menus makes it easy to find the command you need. In the conversation window, chat text is formatted so you can easily see who's talking, and tabbed conversations allow you to keep track of several discussions at once.

If you've ever had someone send you a file during an IM conversation, then *file transfer preview* is another feature of the new Skype for Business look and feel you'll appreciate. When someone sends you a file, select Download in the IM window to update the file's icon, or right-click or tap and hold to forward, preview, or delete it.

Call from Skype for Business using your desk phone for audio

Important: This feature is available only if your organization has Skype for Business Server.

If you have a PBX (Private Branch Exchange) desk phone and your IT department has configured it to work with Skype for Business you can search for people in your organization and place calls to them from within the Skype for Business user interface, while audio for the call flows through your standard desk (PBX) phone. You can also place calls from the Skype for Business client using any phone near you (like your mobile, home, or hotel phone). The person you're calling sees your phone number as though you were calling from your company's main phone number. When you make a Skype for Business call with audio routed through your desk phone, you get great audio, plus:

- IM—so you can do a quick copy/paste of a URL you want to share, for example
- Desktop and app sharing—so you can easily show and tell, work through problems, or explain using visuals
- Attachments—send files to the other person without leaving Skype for Business

Note: Server admins enable and configure this feature for the enterprise. End users have limited configuration capabilities, which include turning the feature on or off for their individual account (once it's enabled at the enterprise level) and setting the phone number that Skype for Business should call. If the number has been set and locked by the administrator, then outgoing call options will be unavailable.

Quick access to call controls

Access to the dial pad and call controls is much improved. For public switched telephone network (PSTN) calls, the dial-pad and call controls remain visible throughout the call. For non-PSTN calls, the dial-pad and call controls are accessible with one click.

Add a Contact not in my Organization

To add someone as a contact not in your organization click on the **add a contact icon**  on the Skype for Business window.

Emoticons

Skype for Business now includes the same set of emoticons found in the consumer version of Skype. You can turn off emoticons in Skype for Business by going to **Options > IM**. No server setting is available.




Response Groups

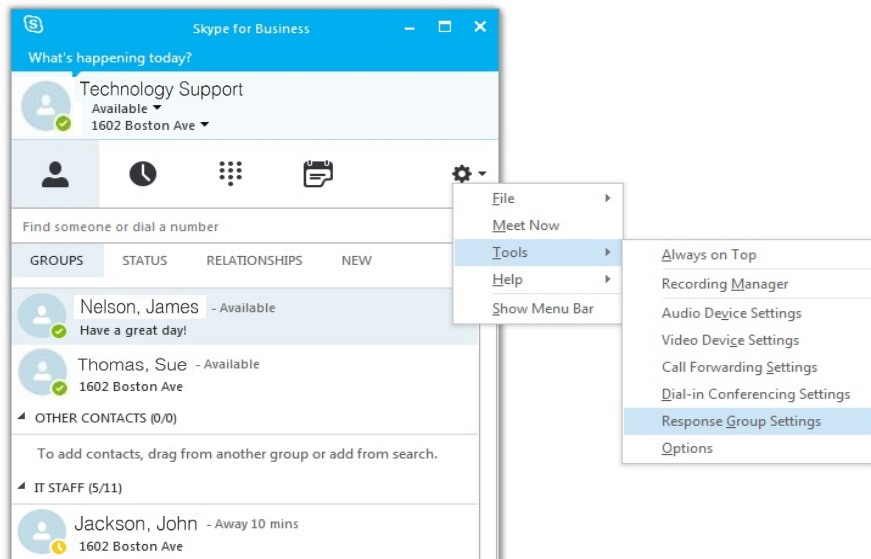
The Response Group Service is a Unified Communications application that is used to create and configure workflows. Workflows route and queue incoming calls from a main phone number to groups of designated agents. An agent group is a collection of agents who handle incoming calls from the Response Group Service. You can use Microsoft® Skype for Business™ to answer and manage the phone calls that come into your group. When an administrator creates an agent group, he or she can select the agents that are assigned to the group, and specify whether the group requires agents to sign in and out. You must be signed in to the group before you can receive calls routed to the group.

Other Skype for Business users can search for a response group the same way they search for any other contact. They can call the group directly from Skype for Business.

Sign In to a Response Group to Take Calls

Use Skype for Business to access the **Agent Groups** page, which lists the groups for which you're an agent. If you are an agent for multiple sites, you get a separate page for each site. To access the **Agent Groups** page:

1. In the Skype for Business main window, click the **Show Menu** down arrow (), point to **Tools**, and then click **Response Group Settings**.

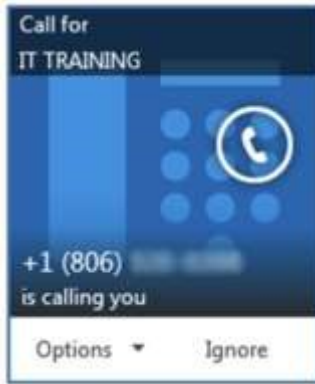


2. A webpage opens and prompts you to enter eRaider credentials. After signing in the browser displays the **Agent Groups** page, which lists all the groups for which you are an agent. To sign in to a group, select the **Signed in** check box next to the group. To sign out, simply uncheck the appropriate box.



Answer a call from a Response Group

When you're signed into a group, you're ready to take a call. An incoming call notification shows you which group is routing the call to you. To answer a call, click the incoming call notification. If you're answering a call for an anonymous response group, your identity remains hidden from the caller.



Navigate the conversation window

After you answer a call, a conversation window opens. At the top of the window, you can see the name of the response group that routed the call to you. If the caller was given options when he or she first connected, the conversation window shows Notes from the (group name) along with the instructions the caller heard and the option the caller selected. You can also see how long the caller waited to connect to you.

Edit Members of the Response Group

The administrator or owner of that group can manage the member list by adding or removing members to the associated distribution list in the Global Address List. For instructions on how to edit a distribution list, go to: http://www.depts.ttu.edu/ithelpcentral/solutions/edit_gal.php.

When an administrator makes you an agent for a response group, you'll see a notification in Skype for Business that tells you which group you've been added to. If your response group membership is removed, you will also be notified.

Add the Response Group Mailbox to Outlook to Check Messages

Each department or area will need to decide who is going to monitor messages for the response group main phone number. To check voicemails and notifications you will need to add the response group mailbox to Outlook. Click [here](#) for instructions from the self-help website <http://askit.ttu.edu>.

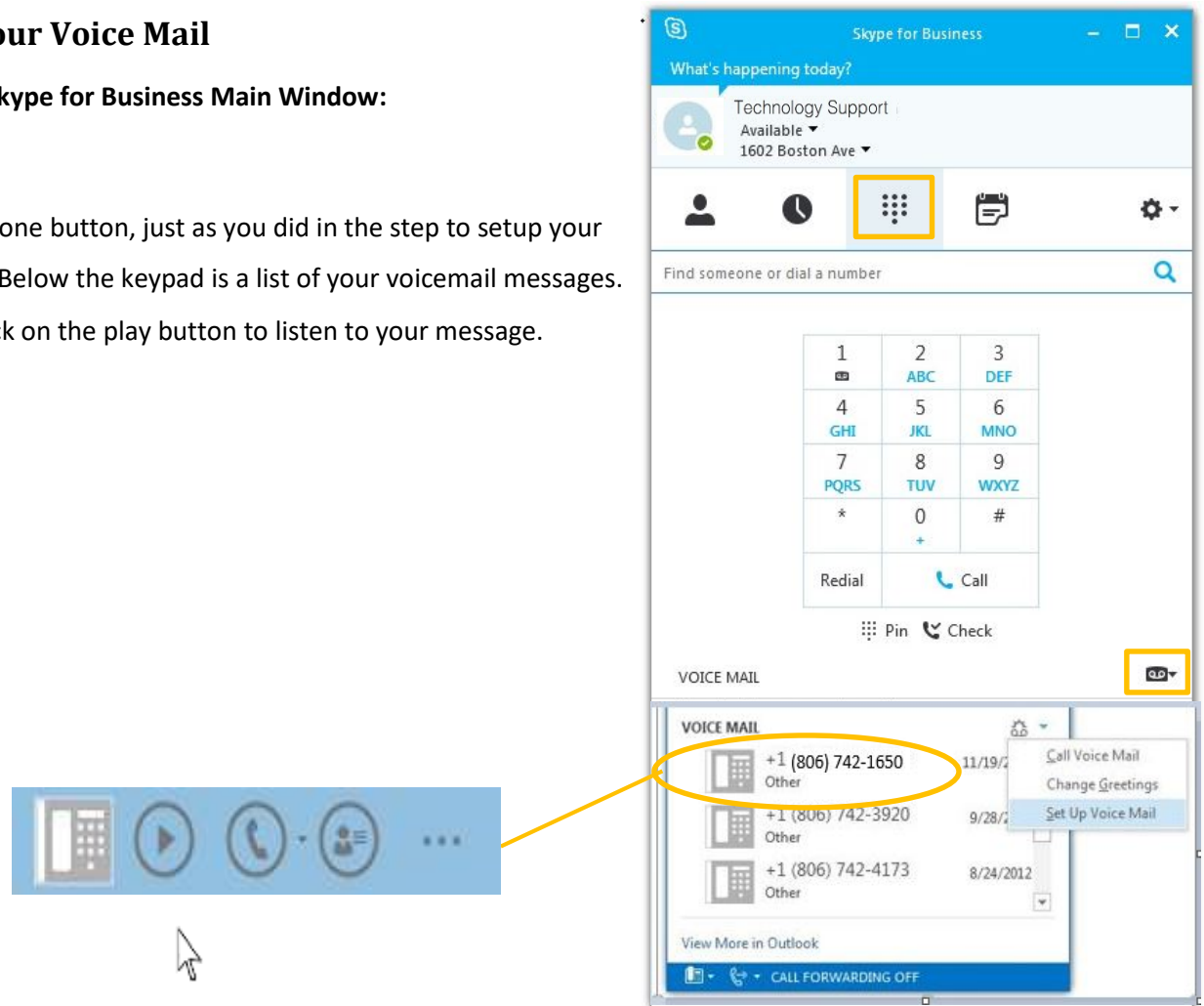
Setting up Voice Mail

1. Click on the **dial pad** button on the far right that looks like a phone key pad.
2. In the bottom half of the window, click the **Voice Mail Options** button.
3. Follow the prompts to **record your name** and personalized voicemail **greeting**.
4. **Set your Voicemail PIN** number by selecting Voicemail Personal Options.

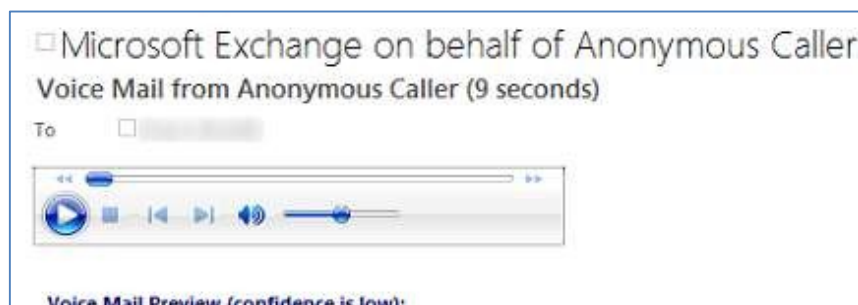
Check Your Voice Mail

From the Skype for Business Main Window:

Click the Phone button, just as you did in the step to setup your voicemail. Below the keypad is a list of your voicemail messages. You can click on the play button to listen to your message.



From your Inbox: You can also listen to your voicemail messages through your TechMail Inbox. You will receive email notifications like voicemail, missed calls and missed conversations. Just click on the play button of the voicemail and select Set up Voicemail.



Dial into Voicemail: If you are not at your computer, you can call and check your voicemail from any phone.

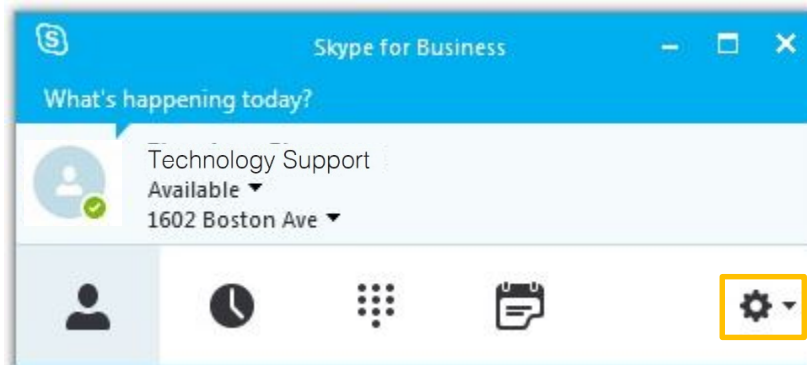
1. Dial your own phone number 834-XXXX, press the star key * during the greeting, and enter your PIN Number, followed by the pound sign #.

OR

2. Dial (806) 742-1111, enter your 7 digit phone number when prompted for your extension, and then enter your PIN number followed by the pound sign #.

Skype for Business Options Menu

Click on the circle gear icon to access the Skype for Business Options Menu.

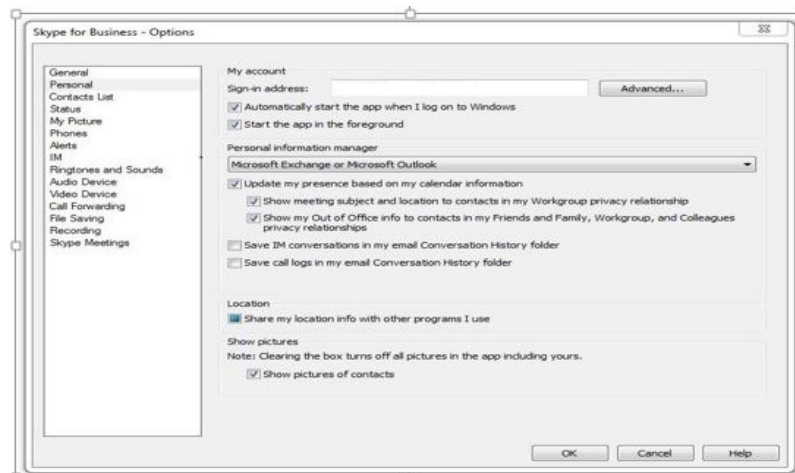


Customize Skype for Business

With the Options dialog box open, you can enter your own contact information. On the Phones tab of the dialog box, enter your phone numbers. If you want to show a phone number to your contacts, select the **Include in my contact card** check box next to that number.

On the Personal tab, you can select to **Save IM conversations** in my email **Conversation History** folder.

You can also customize your **Picture**, **Ringtones**, and set up **Call Forwarding** from the options menu.



Skype for Business Options Menu

Your Skype for Business Window

When you open Skype for Business, you can let people know what you're up to, where you are, and your availability. There are four icons that will change your Skype for Business window view: Contacts, Conversations, Dial Pad & Voicemail and Meetings.

Contacts

Most of the time your view will be on your Contacts and Groups. You can quickly search for contacts and communicate with them with the click of a button.

Conversations

When you click on the Conversation icon, your window will display any recent conversations and call logs. If you want to resume a previous conversation, just double click on the conversation in the list.

Dial Pad and Voicemail

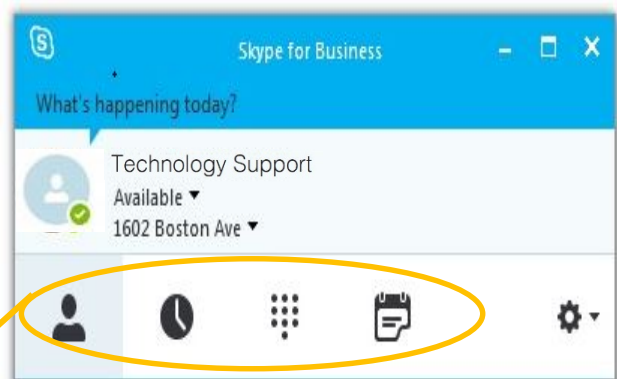
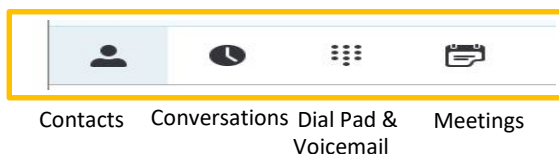
Click on the DialPad icon to access a keypad, listen to voicemails, or call voicemail to change your greeting, PIN or personal options.

Meetings

The Meetings icon displays the meetings you have based on your Outlook Calendar.

Above your name is a personal comment box where you can tell people, **"What's happening today?"** Under your name at the top of the Skype for Business window, there are two menus: Status and Location. **Status** follows your Outlook Calendar items or you can set it manually. **Location** gives you the option to give specific information about where you are.

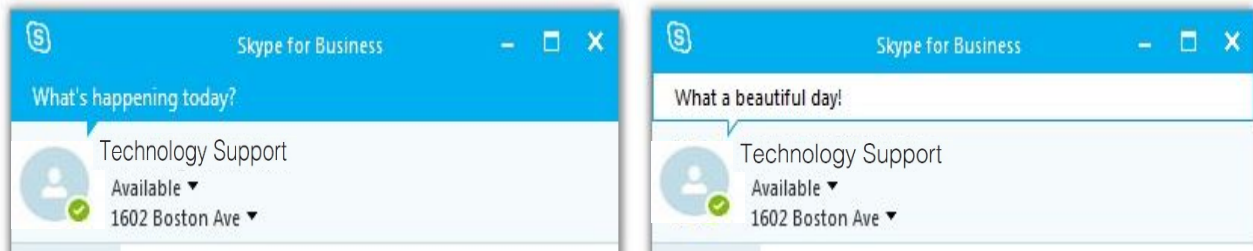
Skype for Business Window Views



Activity, Status and Location

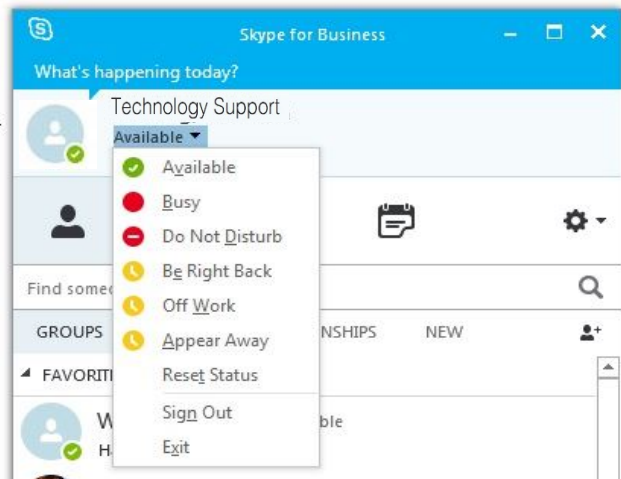
Activity - What's Happening Today?

At the very top of your Skype for Business window, you can add a personal note to give more precise information about yourself or your activities. The box *What's happening today?* is right above your name. Just click it and type. **Remember this note is visible to others who look you up on Skype for Business.**



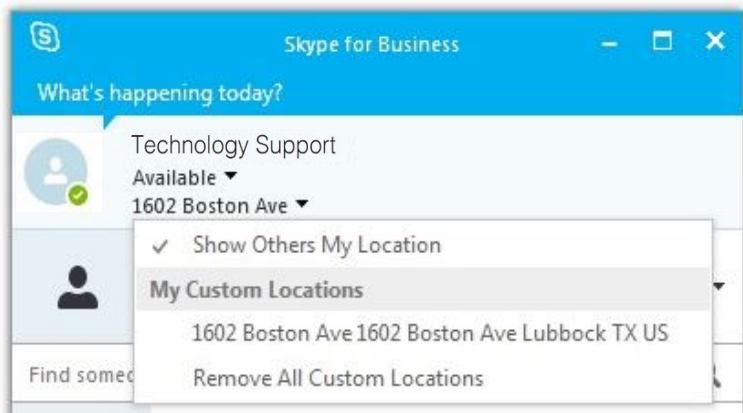
Status is set at the top of your Skype for Business window. Skype for Business displays your availability according to your Outlook calendar, computer activity, and your user settings.

NOTE: When you lock your computer (by pressing CTRL-ALT-DELETE and choosing Lock Computer OR press Windows Key-L) your status will show as *Away* regardless of your chosen status.



Location

When you login to Skype for Business (on the TTU campus only) a location service application will automatically assign you an exact physical location. If you need to call emergency services, this address will be transmitted to them. You can choose whether or not to display this to others in Skype for Business, and you can even set a custom location. Just click on the down arrow next to your location name.

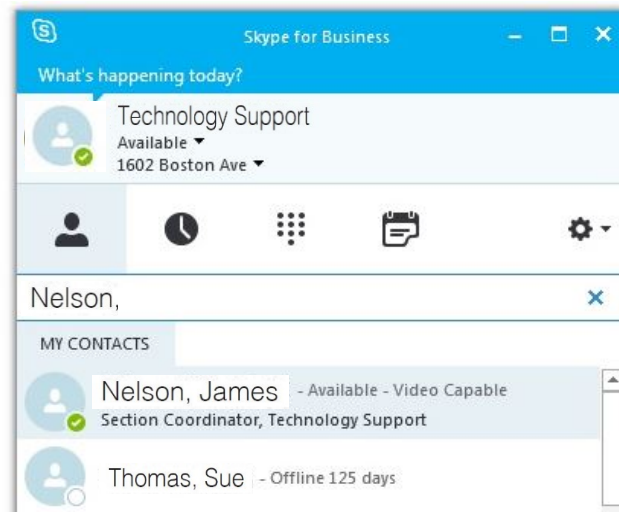


Manage Your Skype for Business Contacts

Skype for Business helps you sort and organize your contacts. Communication is all about making contact, and the heart of Skype for Business is your Contact List. To make communication more efficient, Skype for Business shows you Contact Cards, which enable you to view people's availability and contact details at a glance.

Searching for Contacts

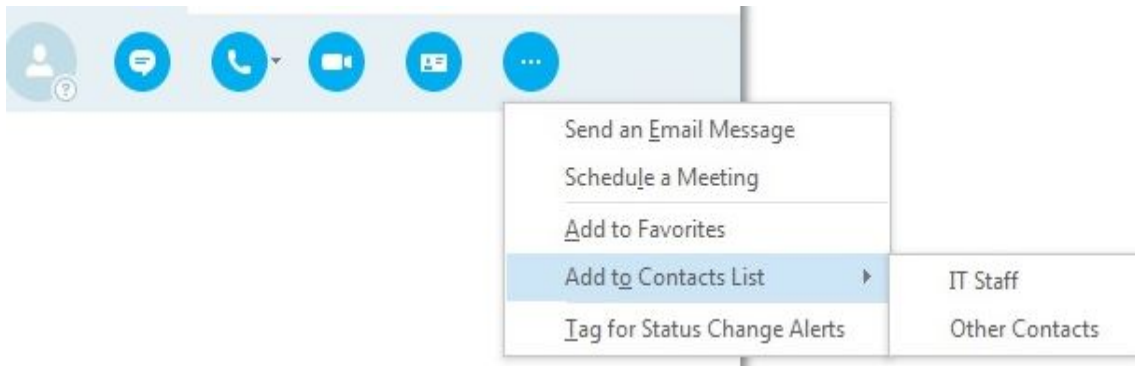
The search box is the first place to go to find the people you need to contact. In the Skype for Business main window, in your Contacts list, start typing a person's name in the search box. Results will appear below the search bar.



Active Directory Search for Contacts

Adding a Contact

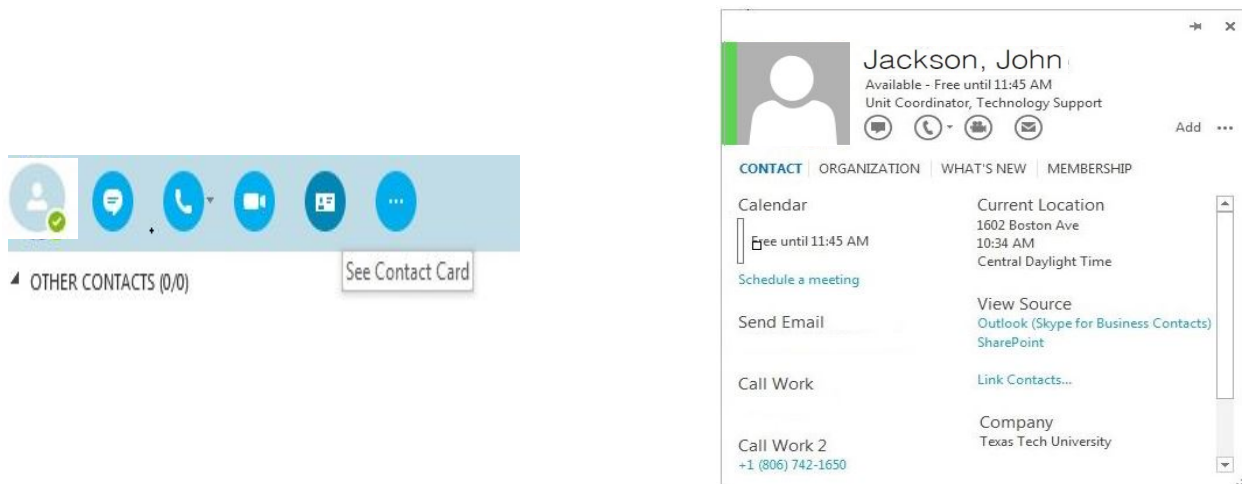
1. In Skype for Business, type the name or e-mail alias in the **Search** box and press **ENTER**. Search results will include all matches from the Texas Tech Global Address List and in other companies that share contact information and communications systems with Texas Tech University.
2. When the search results appear, **place your mouse cursor over the picture** (or picture display area) of the person to see more options and icons. Click the ellipse (“...”) and click Add to Contacts List. Clicking the Contact Card icon will display more details about the person.




What is a Contact Card?

A Contact Card shows you contact details and buttons for quick communication. Point to a contact’s profile picture, and click the icon See Contact Card.

A Contact Card shows details such as the person's company, job title, office location, and calendar availability. For extra convenience, a Contact Card contains buttons to make a phone call, schedule a meeting, send e-mail, or send an instant message.



When you **add a contact** to your Contact List, Skype for Business sends a **notification** to that person as a courtesy. To disable notifications sent to you, click the Skype for Business **Options** menu icon,  on the **Alerts** tab, under General alerts, uncheck the box that says *Tell me when someone adds me to his or her contact lists*. This will only disable you from sending others alerts, however you will still receive alerts if other users still have this option enabled.

Privacy Relationships

When you add a contact to your Contact List, Skype for Business assigns that person a privacy relationship. If the new contact is in your company, the access level is **Colleagues**. If the new contact is not in the Texas Tech system, the access level is **External Contacts**.



You might not want all your contacts to know all about you. Skype for Business lets you decide who knows what, by assigning a privacy relationship to a contact. If you change your mind, change the privacy relationship. It's simple to do:

1. In the Contact List, right-click a contact name.
2. Point to Change Privacy Relationship, and then select from the list that appears.

When you set your status to **Do Not Disturb**, it stops all notifications and incoming communications except from users who are assigned to the **Workgroup** access level. Contacts in that category will see your status as **Urgent interruptions only**.

Create a Contact Group

When you have added a lot of names to your Contact List, it's convenient to view them in groups. When you want to send a message to several contacts at once, Skype for Business makes that easy. Easier still, you can add an existing distribution group of e-mail addresses from Active Directory to Skype for Business. **NOTE**: Contacts can exist in more than one group.

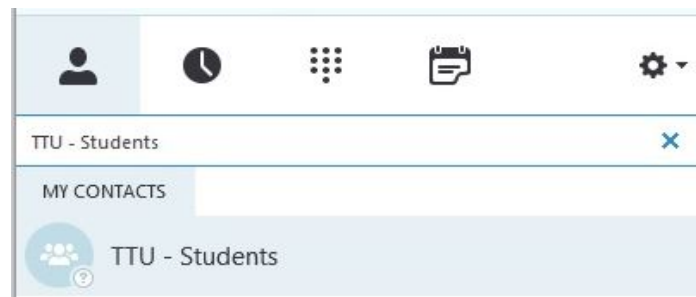
1. Right click on an existing group and click **Create New Group**.
2. Type a name for the group and press **ENTER**.

- To change a group's name later, right-click the name and then click **Rename Group**.

Add a TTU Distribution Group

Sometimes the group you need already exists in the Texas Tech Global Address List. Adding it to your Contact List is a simple process.

- In the **Search** box, type the display name or e-mail address of the distribution group.
- Click the **Add to Contacts** button to add the distribution group.



Search for a distribution group

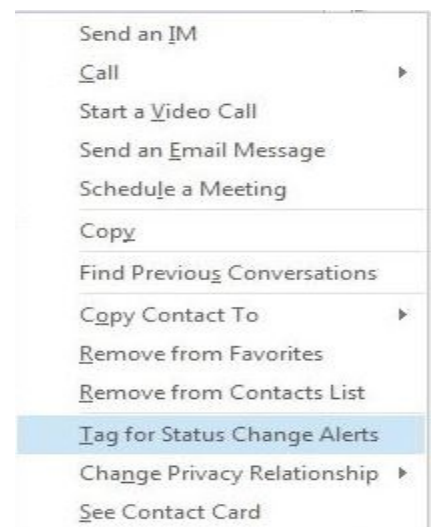
NOTE: You can change the members of a contact group, but you cannot add or delete the members of a distribution group from the Global Address List, because it doesn't belong to you. However, you can add the distribution group as a contact group.

Drag and Drop Features

Drag-and-drop capabilities can help you organize your contacts. To add an existing contact to a different group, use drag-and-drop. If you want to **add a contact to a current IM session, audio or video call**, you can drag a contact name into the Conversation window. You can also add a call participant to your contacts by dragging the name into your Contact List.

Tagging Contacts

Skype for Business can alert you when a contact's availability changes — if you have tagged the contact. To do that, right-click the contact in the list, and then click **Tag for Status Change Alerts**. This feature is very useful for communicating with busy people who are especially important to you.

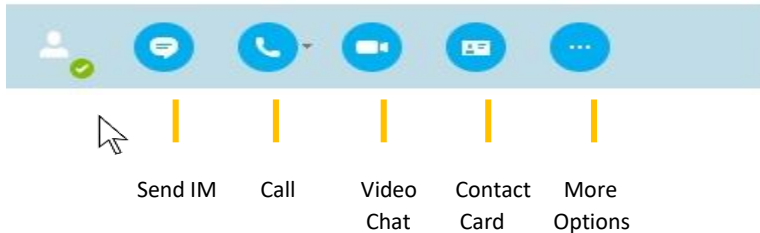


Sending and Receiving Instant Messages

After you sign in to Skype for Business you're ready to start communicating. Instant messages combine the advantages of email and phone calls. Instant messages are live, in real time. You can also save them and file

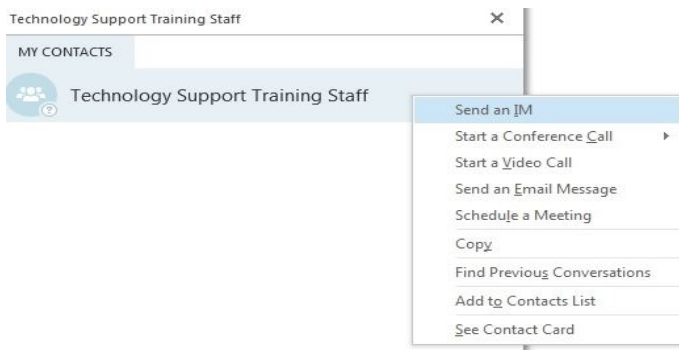
them. And you can use an instant message to send a file, or make your message stronger with formats and emoticons.

Find a contact and point to their profile picture. Buttons will appear to communicate with them. You can Send an IM, Call, Video Chat, See Contact Card, and More Options to Send an Email, Schedule a Meeting, and Add to your Contacts.



Sending Messages to a Group

To send an instant message to a group, right-click the group name and then click **Send an Instant Message**. Type your message, press **ENTER**, and all group members will receive it. Answers to your instant messages will appear below your sent messages. **Note:** Right-click works for single contacts, too.



To send an instant message to several contacts who are **not** in a group:

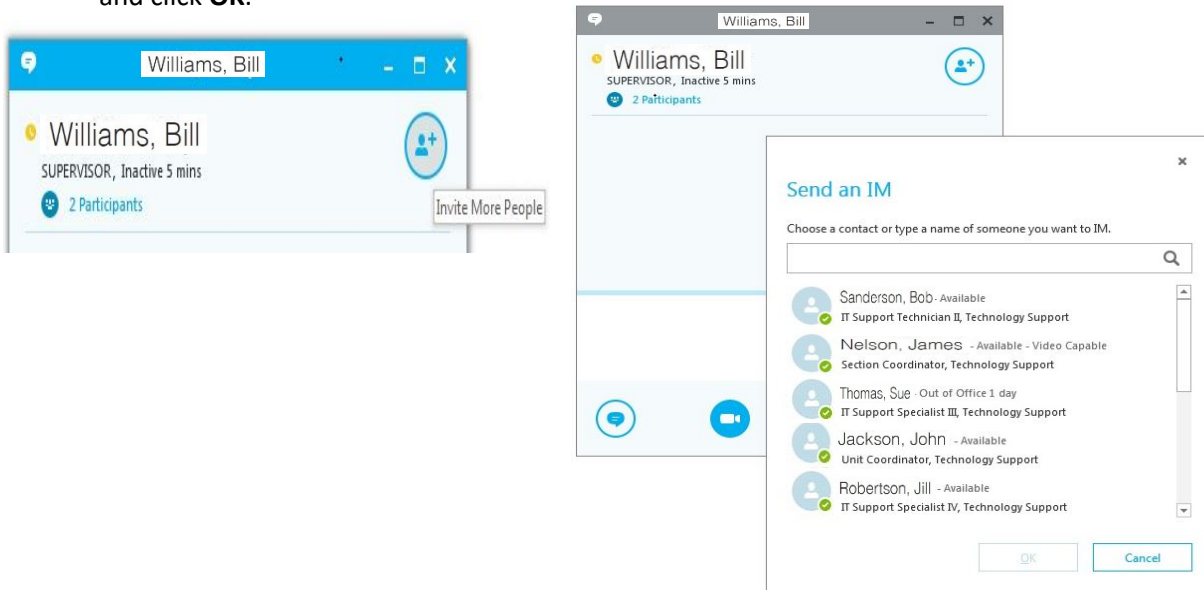
Select the contacts while holding down the **CTRL** key. Right-click a selected contact, and then click **Send an Instant Message**.

Invite someone to join an instant messaging session

If you realize during your instant messaging session that you want to invite someone else to join:

1. Drag and drop from your contact list into the conversation window OR
2. In the Conversation window, point to the **Participants** button.

3. Click **Invite More People**, select the name of a contact, or search for a name, or type a phone number and click **OK**.

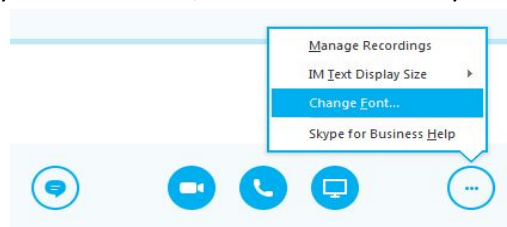


The person you invite will receive an invitation. If you get an invitation and want to accept, click on the notification and type your message, and then press **ENTER**.


Formatting Instant Messages

You can make your own instant messages stand out from the replies. Skype for Business offers you numerous text colors, fonts, and font sizes. You can also express your emotions in messages by using emoticons.

Click the **Change font** button in your IM window, then select the look you want.



To personalize the default look for all your instant messages, you need a few more steps:

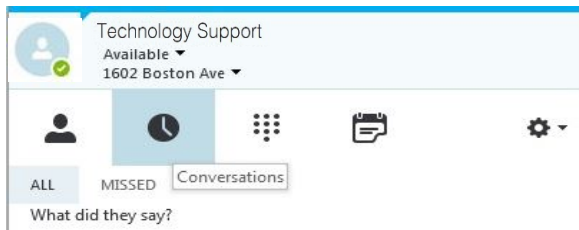
1. In the main Skype for Business window, click the **Options** button. 
2. In the **Options** dialog box, on the **IM** tab, click **Change Font**. Check the **Apply settings to incoming messages** box and then click **OK** twice.

Note: You can paste text into Skype for Business that you copy from Microsoft Office Word, Excel, OneNote, or PowerPoint, and the pasted text will keep its original formatting. Use the standard Windows commands.


Find and Manage Old Instant Messages

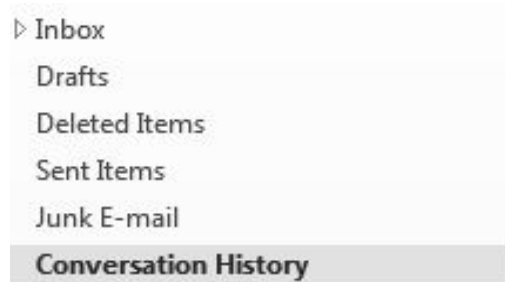
If you want to view instant messages that you sent or received, you can find old instant messages in two ways. If you know the contact that sent or received the message, right-click the name in your Contact List, and then click Find Previous Conversations. If you don't remember the contact, look at your conversation history.

To see your conversation history without leaving Skype for Business, click the Conversations button underneath your Status and Location.



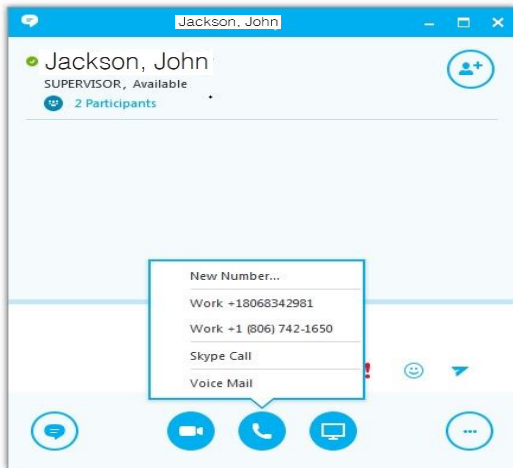
Conversation History Folder in Outlook Mailbox

To save your conversation history in Outlook, click the **Menu** button  and point to **Tools**, and then click **Options**. On the **Personal** tab, under **Personal information manager** choose the option **Save instant message conversations in my e-mail Conversation History folder**. That folder is in your Mailbox, and you can open it directly from Outlook. From Outlook you can sort, search, organize, or delete your instant messages.



Transition from IM to Voice Call

If you're currently participating in an IM session, you can transition to a voice call quickly. It's as easy as clicking the **Call** button in the Conversation window. You can also specify which phone number you want to call. To call someone in your Contact List, simply point to their profile image and **click the call icon** that appears.



Voice Calls

You can use the **phone** device **OR** Microsoft **Skype for Business** on your computer to make phone calls. Please note the following changes from the Legacy phone system:

- You do not have to dial 9 or 88 to reach an outside line.
- Dial all 7 digits 742-XXXX as 5-digit dialing is no longer supported.
- Long distance – dial 1 plus area code and phone number.

Making Phone Calls

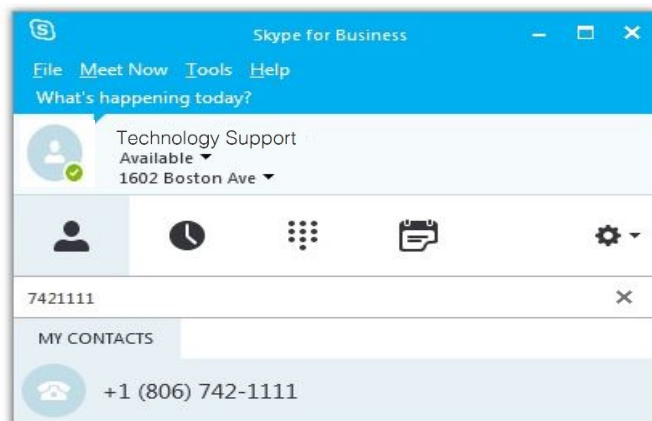
Dial with your phone keypad:

Pick up the phone handset and dial a number using the keypad.



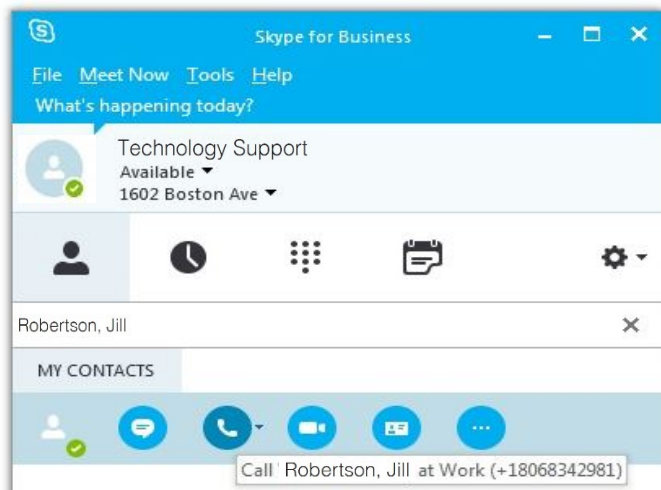
Dial a number in Skype for Business:

Use your keyboard to dial a number in the Skype for Business search field then click Enter, or point to the profile image, and click the Call icon that appears.

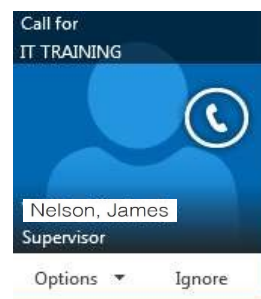
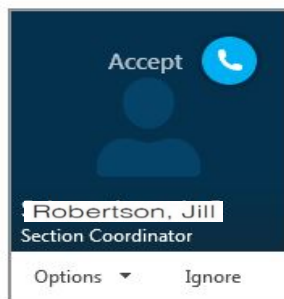


Call a Contact using Skype for Business

Search for a contact in Skype for Business, right click the contact name and select Call OR point to their profile image and click the Call button.



Incoming Phone Calls



Incoming call to direct dial in number (834-XXXX) Incoming call from Response Group

To answer an incoming call you can **pick up the headset**, or **click on the notification** in the top blue shaded area of the window, or if you **do not** want to take the call you can **Ignore** or click **Options to redirect the call** to Voicemail or your main phone number.

Call Controls

Skype for Business opens a new window for each phone call and IM conversation.

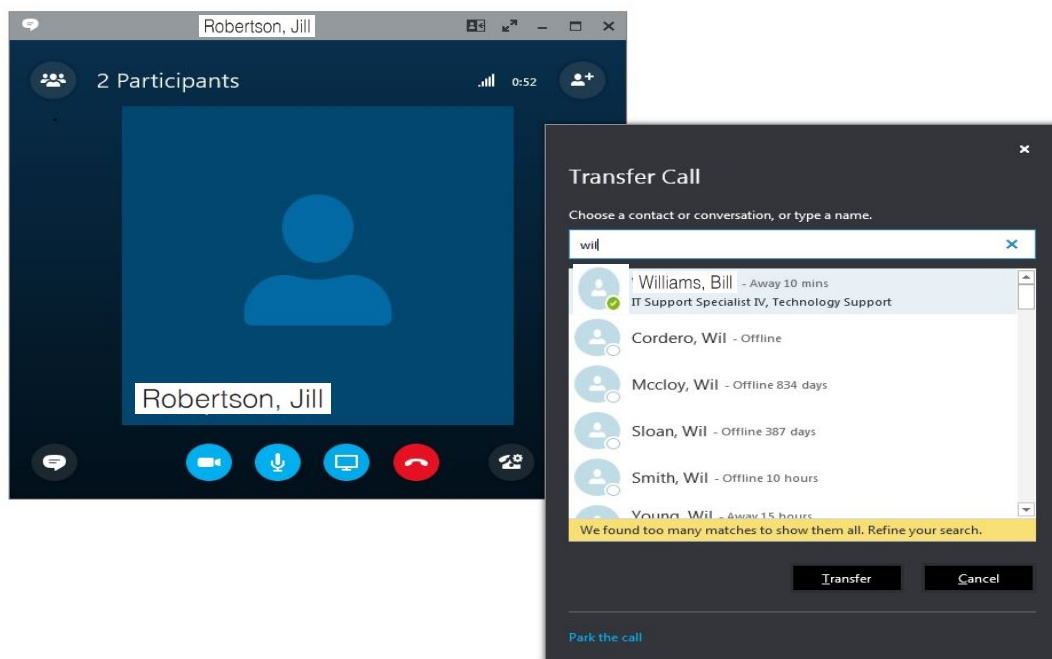


To access call controls, **point to the Call icon** to select **Mute** or **Hold Call**. You can also click **Dial Pad**, **Devices** or click **Transfer**. To end the call click the red phone icon, or simply hang up the handset on the receiver.

Transfer a Call

In your active call window, **point to the Call icon** to access call control options (Hold, Mute) and Transfer options. To transfer the call without announcing it (also called a “cold” or “blind” transfer), click **Transfer Call > Another Person or Number**.

A new search window will pop up and you can **enter the contact name** in the search field and click **OK**.

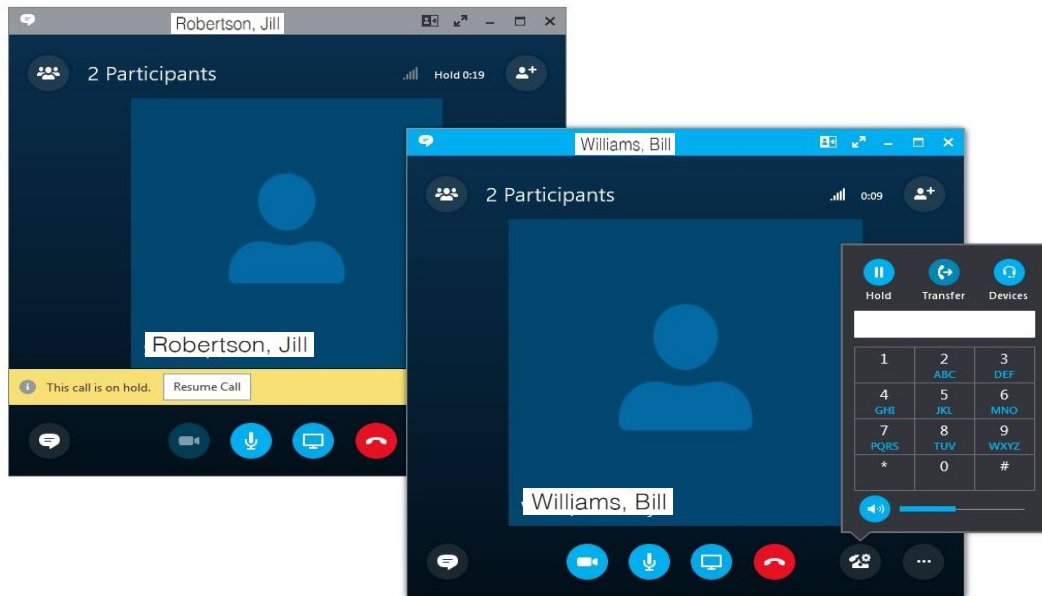


The call windows will show the connection progress, then the window will close once the transfer is complete.

Make a Moderated Call Transfer

Before you transfer a call, you might need to **consult or announce the caller first**. This is sometimes known as a “moderated” or “warm” transfer

Inform the active caller that you will check if the person is available to take their call. You may want to put the caller on **hold**.



On hold call

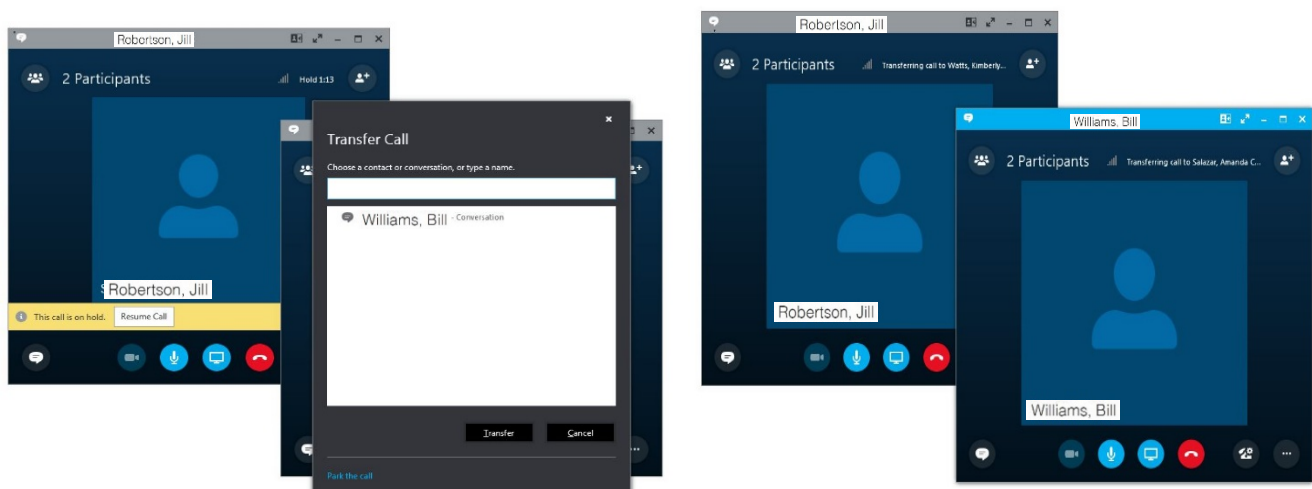
Consult with recipient

Start a separate conversation with your **intended recipient**. Search for the person to consult in your Skype for Business Contacts (or type their name in the search field) and click **Call** or **IM**.

The incoming call is automatically put on hold (if you did not already) while you connect with the intended recipient.

Ask the person if they can take the call.

To send the call through, select the on-hold call, point to the **Call/Hold** icon, click **Transfer Call**, then click the recipient’s name under **Current Conversations**.



You will see the call connecting and the call window will close from your screen once it goes through.

If they cannot accept the call, end the consultation phone call and click “Resume Call” to retrieve the on-hold caller and inform them. **Note:** You can **transfer to Voicemail** by selecting Transfer to > Another Person or Number. Look up the contact, and on the Call icon drop-down menu, select Voicemail.

Video Calls

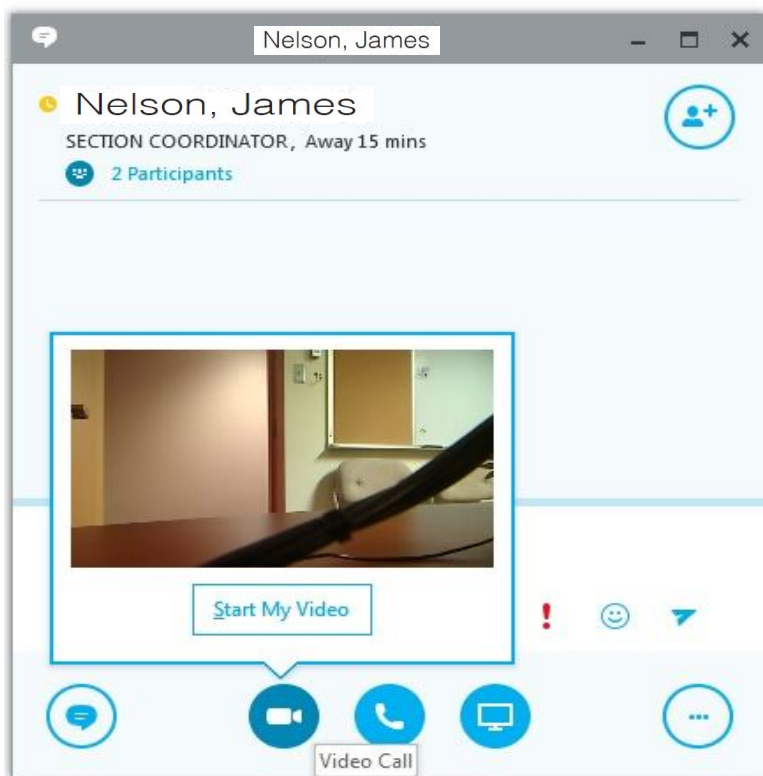
Set Up Audio and Video Options

Before your first video call, follow any necessary instructions to install your webcam. Then in Skype for Business, take a minute to configure your webcam options by selecting **Set Up Audio and Video** in the **Tools** menu.

Transition from Voice Call to Voice with Video Call

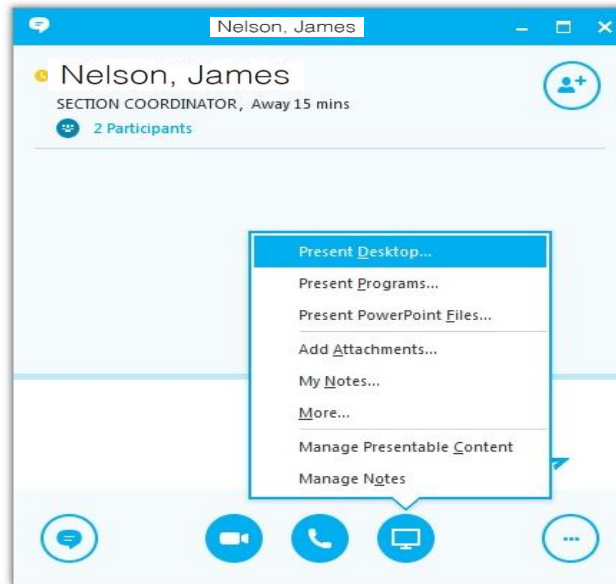
With enhanced support for audio and video devices, you can set up a video call in moments. It’s a simple way to improve collaboration among coworkers and with clients.

Skype for Business makes it easy to add video to a standard phone call by pointing to the Video button in a conversation window, then click Start My Video. The others will have to accept the video sharing request and may choose to load their own video as well.



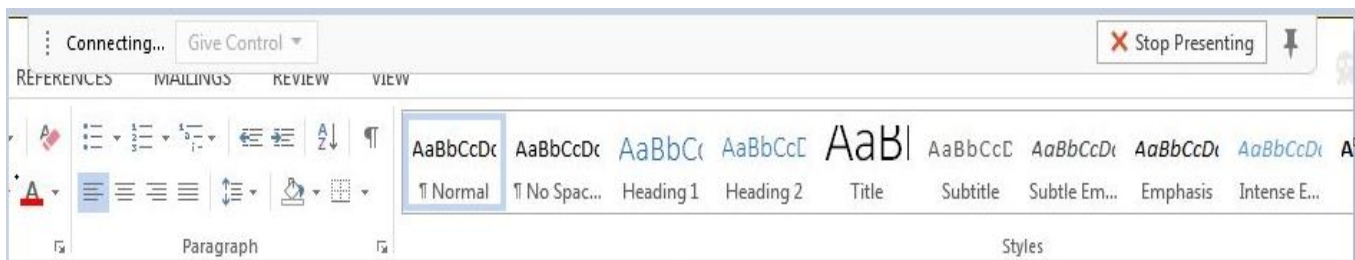
Desktop Sharing With Skype for Business

You may want to share the contents or control of your desktop with others. While in a conversation, select the Present button and choose “Present Desktop.” After starting desktop sharing, you have the option to share control as well.



Give Control of your Desktop

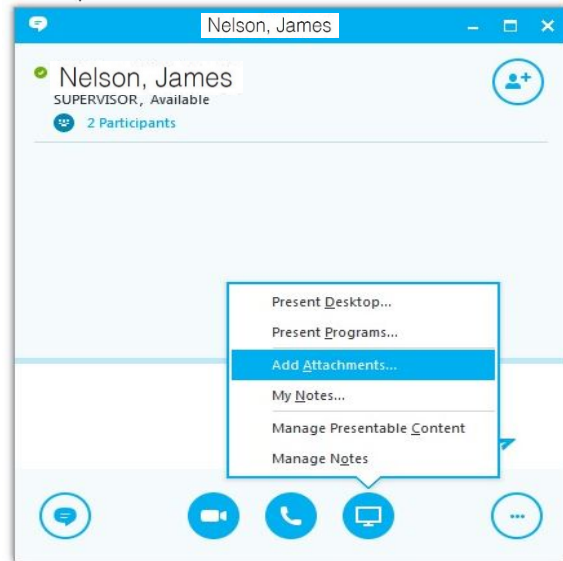
You have the option to let another person in a conversation control your desktop during a sharing session.



- At the top of your sharing window, click Give Control and select the person. They can control your mouse and desktop.
- When you are done, click Take Back Control and Stop Presenting to end the session.

Transfer Files

In a conversation, you can send files such as Word docs or JPEG images, just **drag and drop** the file into the conversation area. The recipient has to click to download the file transfer and open it from a default saved location on their computer. You can also click the **Monitor icon**, **click Attachments**, and select **Add Attachment** and browse for the file.



Online Meetings/ Conference Calls

Use Microsoft® Skype for Business™ 2013 communications software to schedule an online meeting or conference call, start an unscheduled sharing and collaboration session, join a meeting, and set your audio preferences.

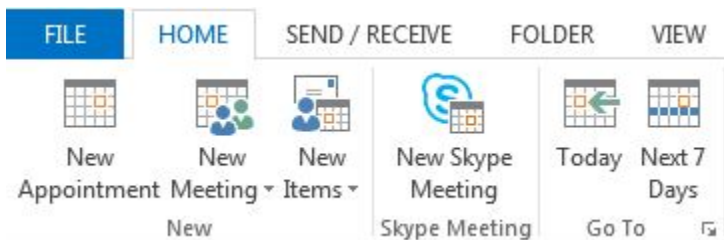
Important: Skype for Business supports both online meetings and conference calls. One meeting request is used for both purposes.

Note: Due to bandwidth restrictions, there is a limit on the number of participants allowed in an online meeting. If you require more than 50 people in an online meeting, other communication tools may be more suitable. Contact IT Help Central for assistance.

Schedule an Online Meeting/ Conference Call

To create an online meeting or conference call request in Outlook, do the following:

- In the Outlook **Calendar**, on the **Home** tab, click **New Meeting** (in Microsoft® Outlook® 2013) or **New Online Meeting** (in Microsoft® Outlook® 2010).



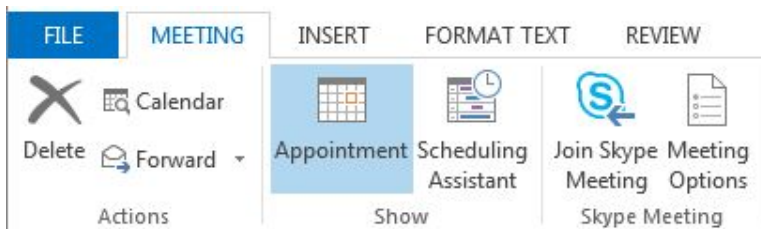
Change Meeting Access and Presenter Options

The default online meeting options are best for small conference calls or sharing and collaboration sessions with people inside your organization. If you are scheduling an online meeting with people outside your organization or your meeting is unusually large, use the **Meeting Options** dialog box to help you determine the following:

- Who should wait in the lobby before being admitted to the meeting? Who should have presenter privileges during the meeting?

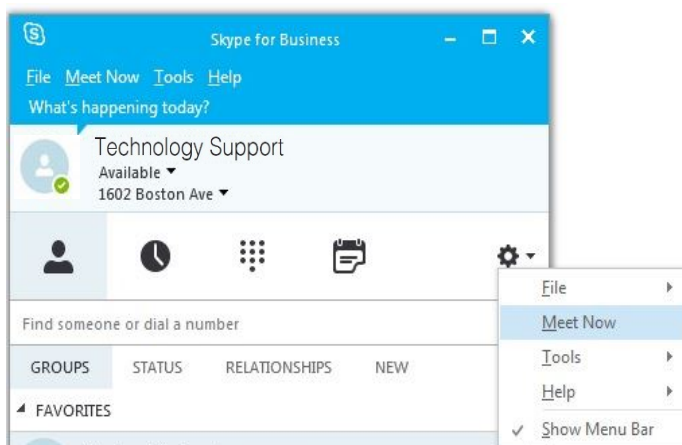
To set access and presenter options, do the following:

- In the meeting request, on the **Meeting** tab, in the **Skype Meeting** group, click **Skype Meeting**.
- In the **Meeting Options** dialog box, click the check box **A new meeting space (I control permissions)** or **My dedicated meeting space (less secure)**.

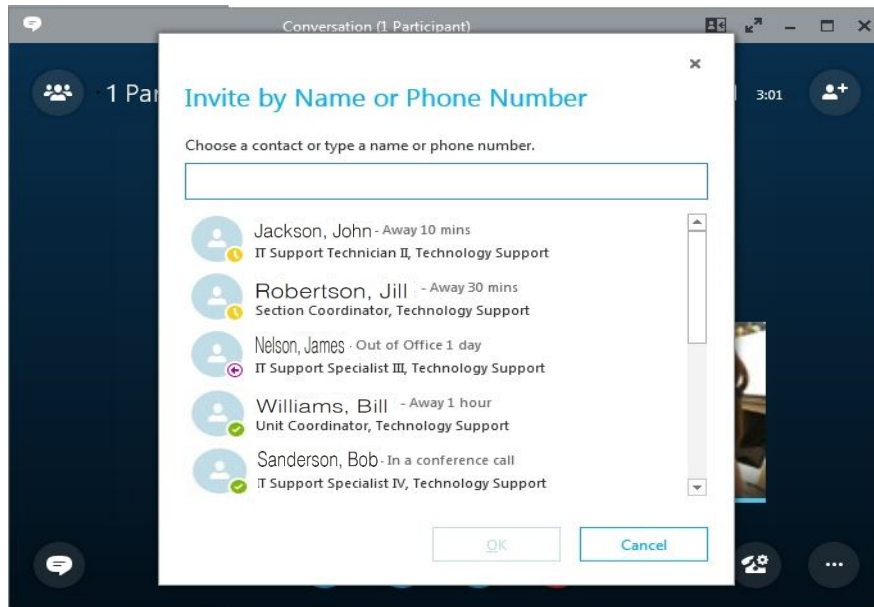


Start an Unscheduled Online Meeting/ Conference Call

In the Skype for Business main window, click the Show Menu down arrow next to the Options icon, then click **Meet Now**.



Point to the **Invite more people** button in the conversation window. You can also **drag and drop a contact name** into your online meeting.



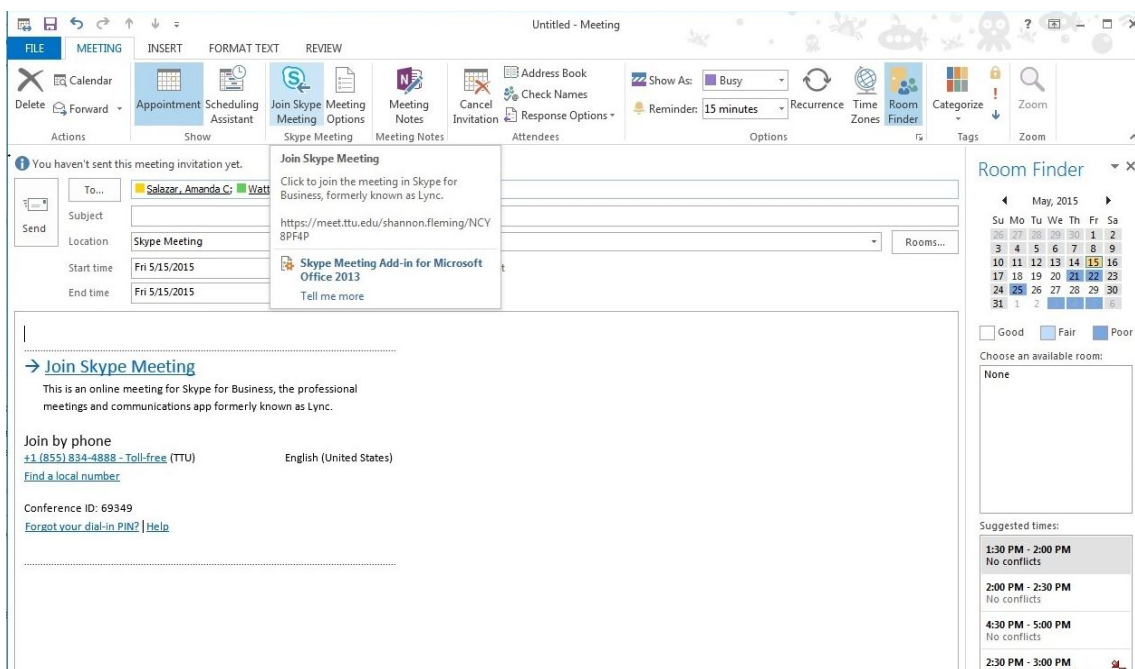
You may be invited to an unscheduled or **Meet Now** meeting or to a meeting that is already in progress.

In the notification that appears in the notification area, at the far right of the taskbar, click **Join**.

Join a scheduled online meeting or conference call

To join a scheduled meeting or conference call, do the following:

1. In the Outlook **Calendar**, open the meeting you want to join.
2. In the meeting request, click the link to **Join online meeting** or click the icon in the toolbar.



Power Failures

During any power failure, the Exchange/Skype for Business server infrastructure remains active due to advanced backup power systems that are automatically engaged if primary power is lost. Although Skype for Business may not be available for use at your computer, it is important to be aware that incoming calls, voice greetings, Interactive Voice Response (IVR) and Voicemail options are still in operation. Other options for consideration during local or campus/city-wide power outages include:

- 1) **IVR/Voicemail** - Interactive Voice Response (IVR) system and standard Voicemail for each individual telephone number will remain active and available.
- 2) **Alternative Location Login** – Since Outlook/Skype for Business are not dependent on users being in a specific location, anyone may use Outlook/Skype for Business from any other location that has Internet connectivity and a computer with the software installed.
- 3) **Skype for Business Response Groups** - Pre-authorized individuals may login to a departmental response group from another location and begin answering inbound calls, even while power to the department's primary location is still down. This functionality extends to any location, local or remote, that has power, internet connectivity, and a Skype for Business-enabled phone or computer with Skype for Business-enabled phone.
- 4) **Call Forwarding/Simultaneous Ring** - During a power failure, call forwarding can be setup using a Skype for Business mobile client, or by any other desktop client that is unaffected by the power failure.
- 5) **Skype for Business Mobile Client** - During a power failure, a department or individual may make and receive calls using a Skype for Business mobile client (available for the iPhone, Android, and Windows Mobile).
- 6) **Cellular/Mobile Phones** – During most power outages, cellular/mobile phones are still active and available
- 7) **Backup Analog Phone** – For outbound or emergency calling during a power failure, an analog phone line, such as those used by fax machines, may still be operational. Departments may consider using an analog line for outbound calling during power failures. Note that an analog phone is also required, i.e. a phone that uses analog line power.

Assistance at TTU

For technical assistance, please contact IT Help Central at (806) 742-HELP or ithelpcentral@ttu.edu .

More information and training resources, including training videos, can be found at:

<http://unifiedcommunications.ttu.edu>

Technology Support offers Skype for Business ShortCourses several times each semester. To view the schedule of ShortCourses, or to register for a ShortCourse please visit <http://itts.ttu.edu/training>. You can also contact IT Education Services at iteducation@ttu.edu or call the ATLC at (806)742-1650.