

PITT PUBLIC HEALTH - USING SKYPE FOR BUSINESS FOR COLLABORATION & PHONE CALLS

This document provides instructions on how to use Skype for Business as a collaboration tool and as your phone.

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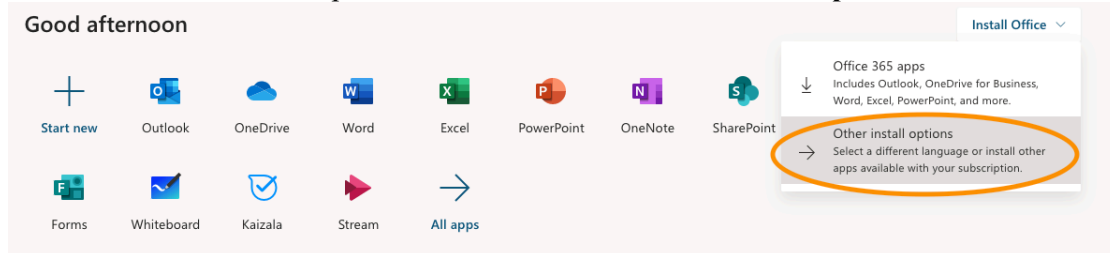
PREREQUISITES

You'll need to have Office 2019 or Office 365 and Skype for Business installed on your computer.

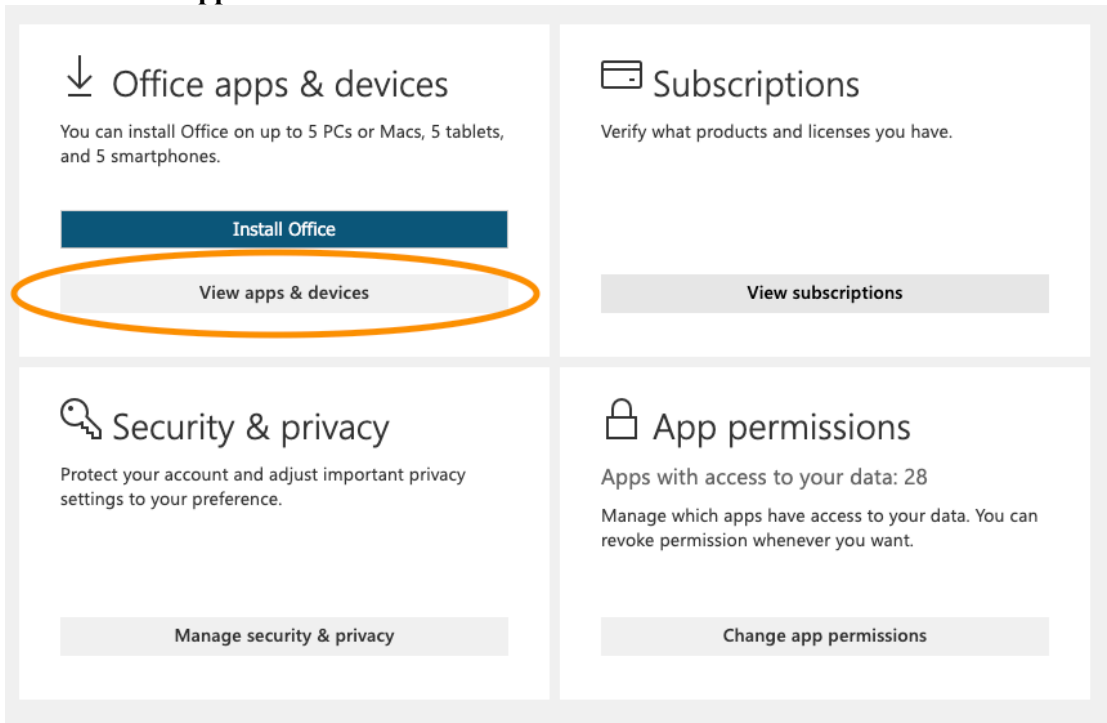
- Install Office 365. Instructions can be found here: <https://www.technology.pitt.edu/software/microsoft-office-365-proplus>
- Install Skype for Business. Instructions are below.
- Outlook must be configured with your Pitt email account.
- Skype for Business must also be logged in with your Pitt account.

INSTALL SKYPE FOR BUSINESS

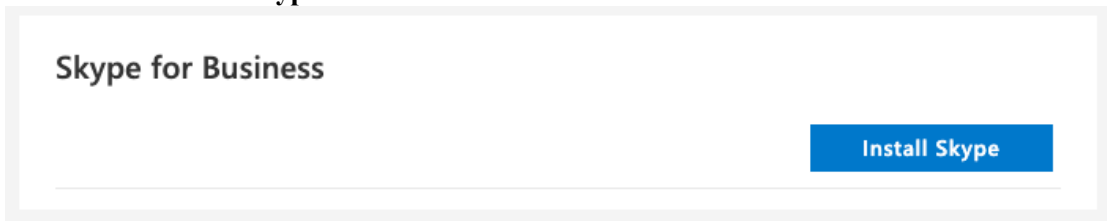
- Log into <https://portal.office365.com> using your Pitt account credentials.
- Click the **Install Office** drop-down menu and choose **Other Install Options**.



- Click on **View apps & devices**.



- Click on the **Install Skype** blue button.

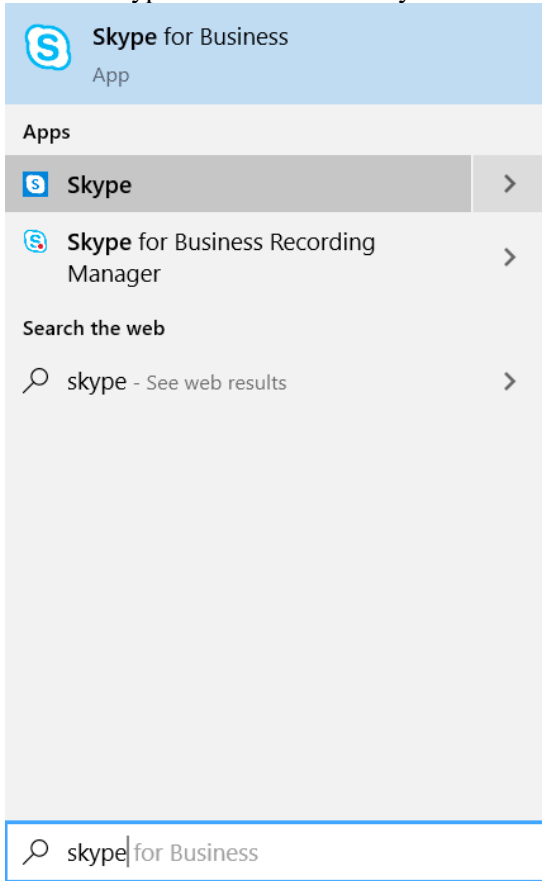


- Run the downloaded installer and follow the prompts.

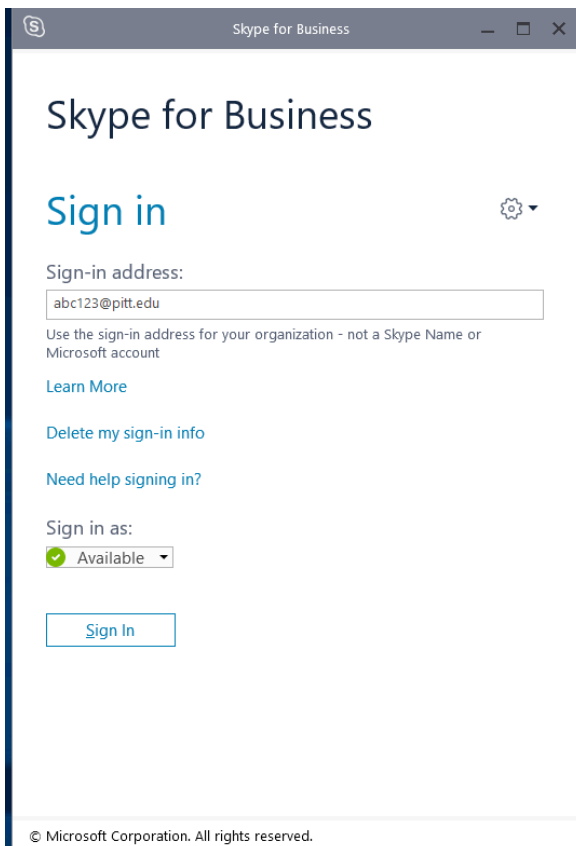
SETTING UP A MEETING IN WINDOWS

To sign into Skype for Business on Windows:

1. Launch Skype for Business from your start menu or desktop icons.

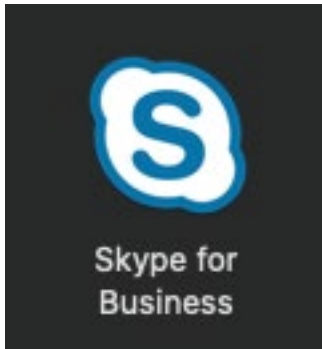


2. Use your primary abc123@pitt.edu address and, if prompted, enter your University Computer Account password.



To sign into Skype for Business on Mac:

1. Find Skype for Business in Finder, under Applications, or, use Spotlight Search to find Skype for Business.



2. Use your primary abc123@pitt.edu address and, if prompted, enter your University Computer Account password.

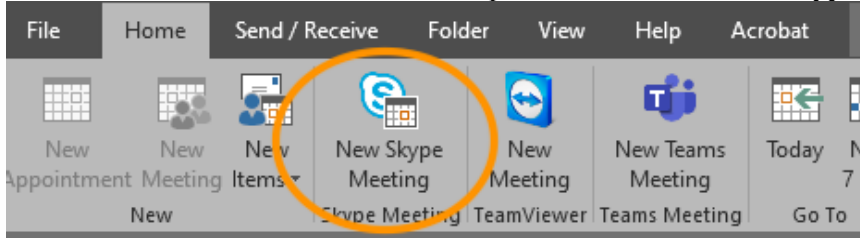


SETTING UP A MEETING IN WINDOWS

To set up a meeting in Skype for Business:

1. Open **Outlook** on your computer.
2. Click on the **Calendar icon** in the bottom left corner.

- You should be on the Home tab on the top ribbon. Click on **New Skype Meeting**.

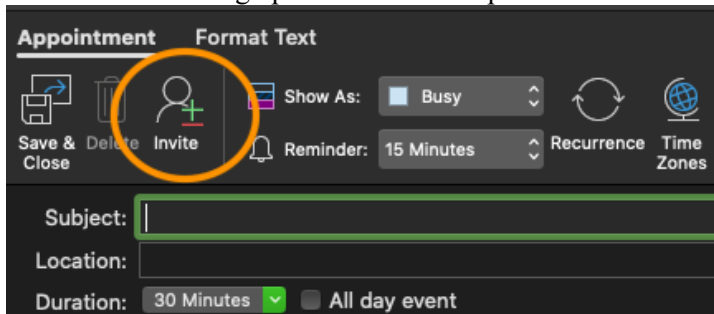


- Set **Subject**, **Location** (Skype Meeting), **Time** and **Date**.
- In the **TO** field, add emails of participants.
- Add any text you want into the body of the message.
- Click on **Meeting Options** on the top ribbon, and select choices for:
 - Lobby** - a Lobby means that when people join the meeting, they'll be put in a virtual waiting room, and will not see the meeting until the organizer decides to start it.
 - Presenters** - **NOTE: Only Pitt addresses can be set as presenters here.** You can upgrade anyone to be a presenter later during the meeting.
 - Limit Participation - IM / Mute mikes / Block video** (if you block these in the meeting setup, they can't be re-enabled later during the meeting. Better to block them during the meeting itself).
- Click **Send**. Recipients will receive an email with the Join Skype Meeting link, as well as telephone numbers to call in.
NOTE: You can also copy the details listed in the meeting notes and send it via an email.

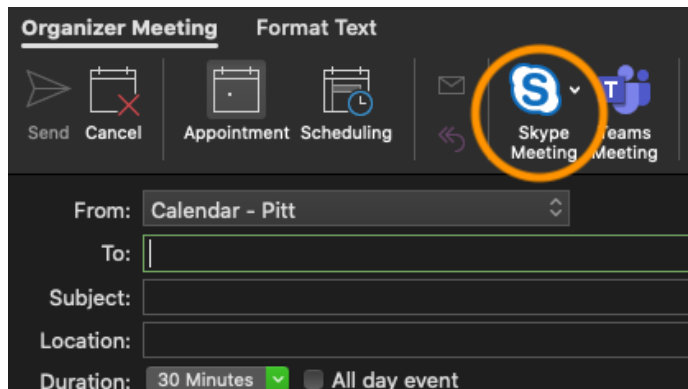
SETTING UP A MEETING IN MAC

To set up a meeting in Skype for Business:

- Open **Outlook** on your computer.
- Click on the **Calendar icon** in the bottom left corner.
- Click on the **Appointment icon** to create a new appointment.
- Click **Invite** to bring up the conference options.



- Click on Skype Meeting to populate the Skype for Business information.



6. Set **Subject**, **Location** (Skype Meeting), **Time** and **Date**.
 7. In the **TO** field, add emails of participants.
 8. Click on the down arrow beside **Skype Meeting** and select meeting options.
 9. Click **Send**. Recipients will receive an email with the Join Skype Meeting link, as well as telephone numbers to call in.
NOTE: You can also copy the details listed in the meeting notes and send it via an email.
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MEETING OPERATIONS

To join/start a meeting:

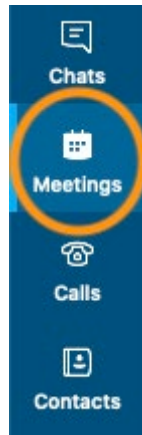
Joining or starting a meeting can be done in several ways.

In Skype for Business:

1. Click on the Meetings icon toward the top of the window in **Windows**.



Click on the Meetings icon on the left in **Mac**.



2. Find the meeting you wish to join and click the **Join** button.

In Outlook:

1. Open the calendar entry for the meeting.
2. The meeting links and phone numbers should be shown in the notes of the meeting. Simply click on the link to Join Skype Meeting.

Other Participants:

1. Click on the Join Skype Meeting link that was provided to them.
2. Call in using the phone number that was provided to them.

To activate your webcam or microphone:

1. At the bottom of the meeting screen are round buttons. The leftmost **button shows a camera** - click on that to see if it's working. If it is, you can click **Start My Video** to activate your webcam for the meeting and show yourself to the participants. You'll appear to them in a small box to the side.
2. The next **button shows a mic**. If it's crossed out, that means it's muted. Click it to unmute/mute it.

Meeting camera and microphone operations:

- As Meeting Organizer, you can also set the status of cameras and mics by clicking on the **Participants icon** on upper left (Windows) or right (Mac), then clicking on the camera or mic icons for a participant.

Windows icon:





Mac icon:



- Windows only: You can also mute/unmute everyone by clicking the **Participants icon**, then the blue **Participant Actions** button at the bottom, and select **Mute/Unmute Audience**.


To present a PowerPoint file:

- Windows:  Click the **bottom button that shows a little screen with an arrow**. You'll see choices to present your entire desktop, or certain programs you choose, or PowerPoint.

Mac:  Click the **bottom button that shows three dots**.


- Click on **Present PowerPoint Files**, then browse to the file and open it. It will upload to Skype for Business, then start presenting it.
- Anyone who is a Presenter can start running the PowerPoint file by clicking on **Take Over as Presenter**.
- Navigate** using the arrows on the laptop: right arrow to go to next slide, left arrow to go to previous slide. If the arrows don't work, click on the slide to set the mouse cursor's focus on PowerPoint instead of Skype.
- The **mouse pointer** can't be hidden. To get it out of sight, move it all the way to the right (avoid upper and lower right corners, so you don't trigger the charms bar).
- Windows: If the **Annotation tool (a pencil)** is showing on the upper right corner of the slide and you don't want it, **click the three dots** on lower right, then **Skype Meeting Options**, then see "Who can annotate PowerPoint Presentations" - set it to "no one."

To make a presentation show full screen:


- Windows: Click the **two diagonal arrows** at top right of screen.  Click them again (arrows change orientation) to exit full screen view.

Or

Press **F5** to show full screen, and **Escape** to exit it.

Mac: Click the little green icon at the very top left of window.  To exit, move mouse to top of the screen to bring that bar back and press the little green button again.

To show/hide the speaker's webcam via Layouts (this affects only your computer):

- Windows:  Click the rectangle at top window bar on the right and then **Pick Layout**. **Speaker View** includes the speaker's webcam if it's operating; **Content View** hides it and shows only the PowerPoint presentation.

To present your entire desktop:

Windows:



1. Click the bottom button that shows a little screen with an arrow.
2. Click **Present Desktop**.
3. Click **Present**, everyone can see your desktop now.
4. To stop presenting, click **Stop Presenting** on the top grey bar (move mouse to top of screen if the grey bar is hidden), then click the meeting icon at bottom of screen to restore it (icon looks like word balloon).

Mac:



5. Click the bottom button that shows a little screen with an arrow.
6. Select your screen if you have multiple monitors.
7. Click **Share Screen**.
1. To stop presenting, click **Stop Presenting** on the top grey bar (move mouse to top of screen if the grey bar is hidden).

To present an Adobe PDF file:

Windows:

1. Start Adobe on the computer and open the PDF file you want to present.
2. Return to the Skype for Business window and **click the bottom blue button that shows a rectangle**.
3. Click **Present Programs**, then in the next window click on the **PDF window** that's showing.
4. Click the **Present** button at the bottom of the screen; everyone can see it now.
5. Maximize the PDF if it's not full screen, or click View / Full Screen Mode. Press Esc key to exit full screen.
6. If a top grey bar shows, click on the **Pin icon** on the right to unpin it.
7. To stop presenting, click **Stop Presenting** on the top grey bar (move mouse to top of screen if the grey bar is hidden), then close or minimize the PDF file.

Mac:

1. Mac cannot present applications. Refer to “To present your entire desktop:” section.

To make someone else a presenter:

1. Right-click the person on the left under Participants, and select **Make a Presenter**. That person then needs to click **Take Over as Presenter**.

To record the meeting:

NOTE: Recording is unavailable on Mac. If you need to record, you'll need to use Microsoft Teams. Please reach out support at itsupport@pubhl.pitt.edu to help using Microsoft Teams.

1. Click the three dots on lower right, then **Start Recording**. You can click **Pause** there during the meeting to pause the recording.
2. When done, click the three dots, then **Stop Recording**.
3. A popup will say the meeting is being processed; keep the computer on until done. When finished, it will be stored as an mp4 file in **c:\users\USERNAME\Videos\Lync Recordings**.

To leave the meeting:



1. Click  to leave the meeting. The meeting should continue as long as someone is in it.

MORE INFORMATION

More information about using Skype for Business for collaboration can be found here:

<https://www.technology.pitt.edu/services/web-conferencing-and-collaboration>

OFFICE PHONE

Most staff and faculty have Skype for Business phones in Public Health. This means that phone calls to your office phone will ring in Skype for Business, no matter which computer you're on or if you're in the office. All you need is a microphone and speakers plugged into your computer.

Using Your Office Phone Number in Skype for Business

Pitt IT offers detailed instructions for using Skype for Business as your phone:

<https://www.technology.pitt.edu/services/digital-voice-unified-communications>

For those that are new to using the Skype for Business application as your phone, please view the getting started here: <https://www.technology.pitt.edu/help-desk/how-to-documents/digital-voice-skype-application-getting-started>

For Emergency Assistance

Public Health Technology Services

412-648-9963

itsupport@pubhl.pitt.edu

Hours of Operation: Normal business hours

Last updated: 03/21/2020