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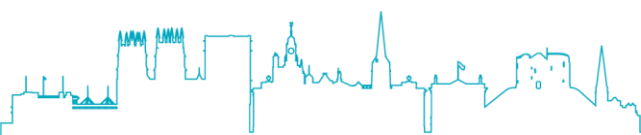


Quick Start Guide for Skype



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What you need



Figure 1 Skype optimised headset



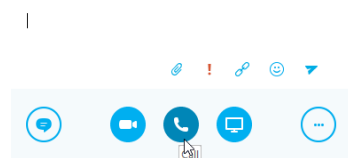
Figure 2 - Example of alternative headphones

When making skype calls at home, you may not wish to use headphones or a microphone and simply use your laptop speakers to hear and talk to the call.

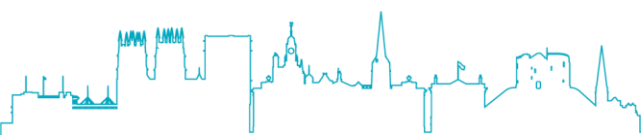
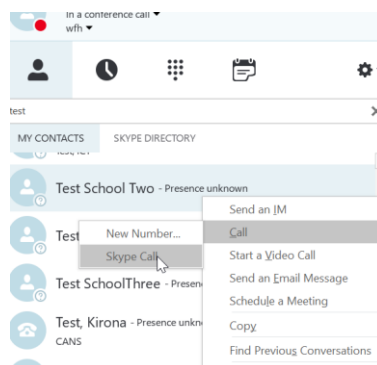
If you would like to use headphones, any kind with a microphone attached will work (such as most headphones provided when buying a smart phone). Call quality may vary across personal headphone devices, we recommend skype optimised headsets.

How to make a voice call

To make a call you will need a headset/headphones with mic plugged into your device or a quiet space to take the call through your laptop speakers. If you already have an Instant Message window open with the recipient, select the “call” Icon as shown below



Or, while you are in the contact list you can right click the contact and navigate to “skype for business call”



How to share your desktop

Another option you have within the conversation is to share your desktop. This will allow the other person in the call to see what you can see on your desktop.

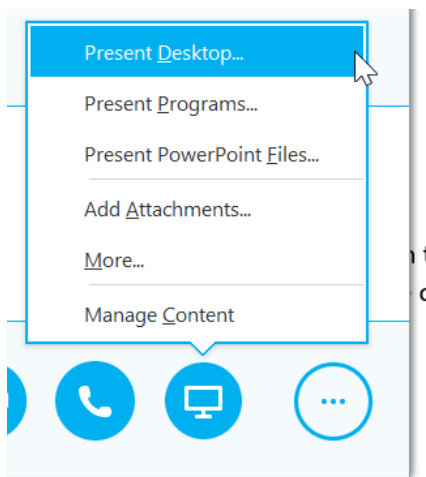
These are the options you have for items to share:

Present Desktop – shows entire desktop (if using multiple screens, it will ask which screen or both to present).

Present Programs – allows you to select a specific program to be shared. For example, Internet Explorer.

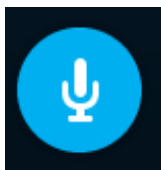
Present PowerPoint Files – this will allow you to choose a PowerPoint file to present within the conversation.

Add Attachments – You are also able to add attachments here



There is also the option for other callers to take control of your screen if you allow.

How to mute a call

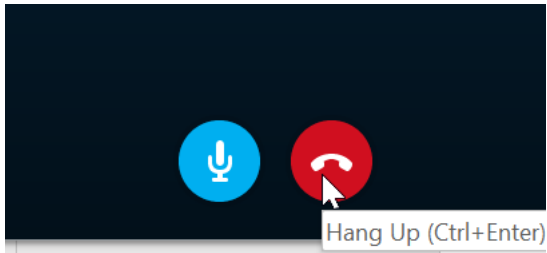


You are able to mute the call in the call window by pressing the blue microphone button as seen in the image above. If you are using a skype optimised headset, you can press the mute button on your controls.

How to end a call

To end a call, simply click the red telephone button





If you are using a headset provided by ICT, there is also a telephone button you can press to hang up (pictured below).



Creating a Skype Meeting

Creating an online Skype meeting in Outlook

Open Outlook and navigate to the “Home” screen (where you can view inbox, create new emails etc).

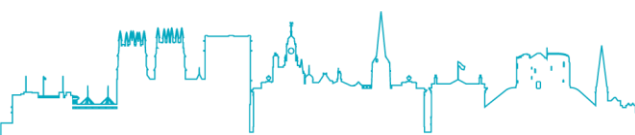
Along the top menu, select “New Items” and then “Skype Meeting”. This will then open up a new meeting window where the details of the meeting will already be auto-filled in the meeting invite.

The screenshot shows the Outlook interface. The 'Home' ribbon is active, and the 'New Items' dropdown menu is open, with 'Skype Meeting' highlighted. To the right, a preview of the meeting invite is shown. The invite includes the following details:

Send	Subject		
	Location	Skype Meeting	
	Start time	Mon 29/10/2018	21:00
	End time	Mon 29/10/2018	21:30

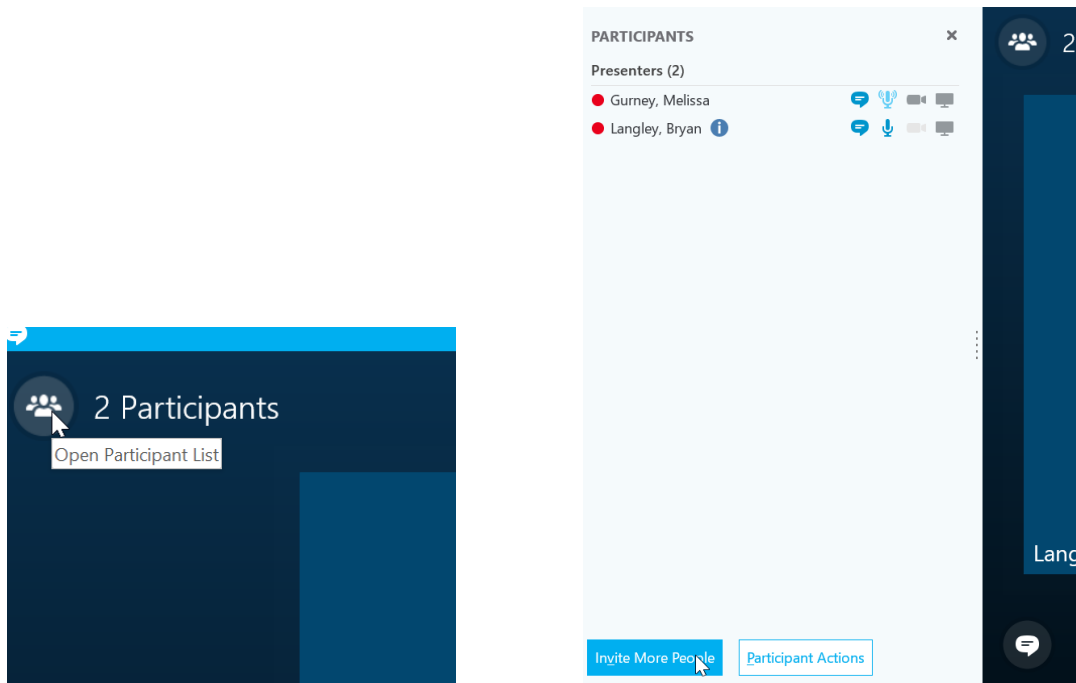
The invite content includes:

- [Join Skype Meeting](#)
- Trouble Joining? [Try Skype Web App](#)
- Join by phone
- +44 (0)1904 552888 (York (UK)) English (United Kingdom)
- [Find a local number](#)
- Conference ID: 521705
- [Forgot your dial-in PIN?](#) | [Help](#)



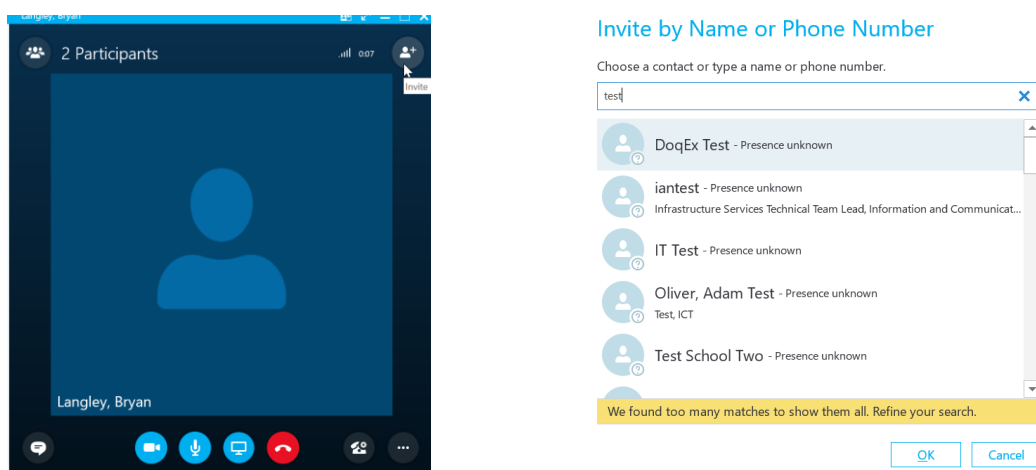
How to view participants in a call

To view a list of participants in a call, click on the “open participant list” button next to the number of participants at the top of the window. This will show you a list of names for those who are in the call.



Adding a contact to a call

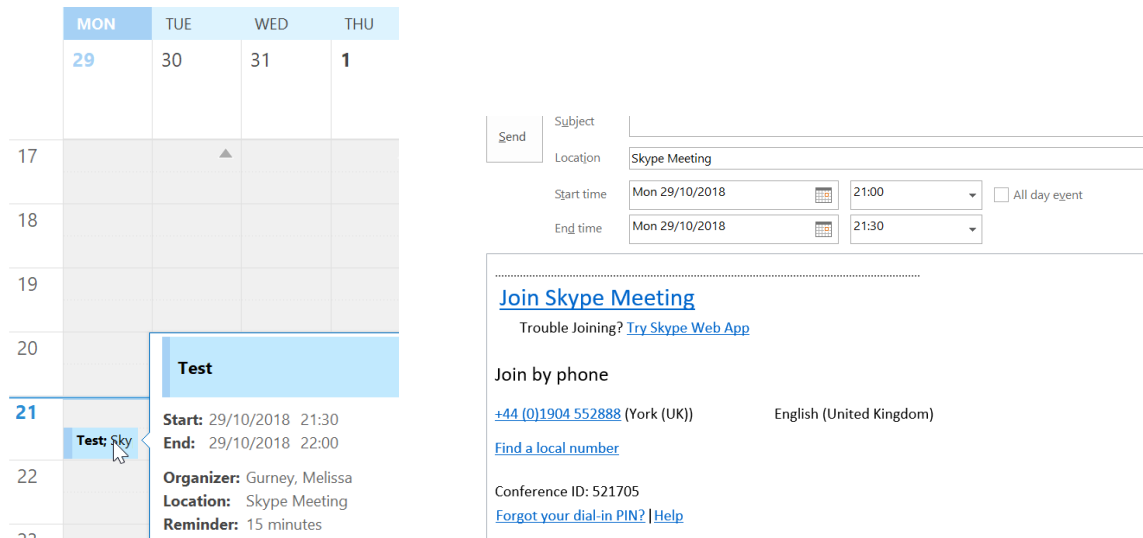
If you are in a call already and wish to add more people, click on the icon in the top right of the window of the person and a plus. This will open up a new window with a search box. Type in the person’s name and either double click on it, or select



Joining online Skype Meetings

Joining through Outlook

When you either create a Skype meeting or are invited to one, you will see an entry in your Outlook calendar with the meeting details. Double clicking on this will open up the more detailed view, including the link to join the meeting.



The image shows a screenshot of an Outlook calendar on the left and a detailed view of a Skype meeting on the right. The calendar shows a grid for Monday (29), Tuesday (30), Wednesday (31), and Thursday (1). A meeting titled "Test" is scheduled for Monday, 29/10/2018, from 21:30 to 22:00. The meeting details on the right include the subject "Skype Meeting", start and end times, and a "Join Skype Meeting" link. Below the link, there are options to "Join by phone" with a phone number (+44 (0)1904 552888) and language (English (United Kingdom)), and a "Conference ID: 521705".

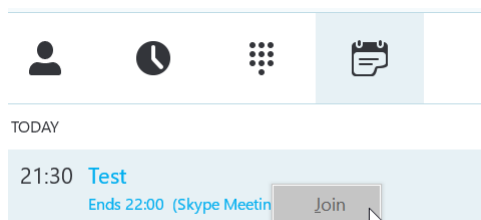
To join a Skype meeting, click on “Join Skype Meeting” (Please ensure your headset is plugged in). You will then be connected to the meeting through Skype. If someone joining the meeting does not have the Skype client installed, the Skype Web App is an alternative option.

Within the Skype meeting invite, there is also a phone number that you can dial and enter a meeting ID to join the call.

Please note - Limitations on the connections to this number mean that this must only be used in the event of a meeting member not having any access to Skype.

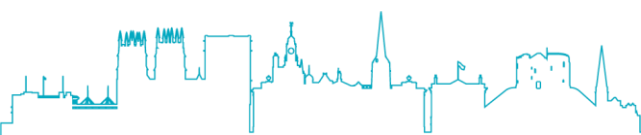
Joining through the skype client

Going to the calendar tab in your Skype client will show you a list of all events you have planned for that day. For the meeting you wish to join, you can right click and select “Join”. Double clicking the meeting entry will do the same thing.



The image shows a screenshot of the Skype client interface. At the top, there are icons for a person, a clock, a grid, and a calendar. Below the icons, the word "TODAY" is displayed. A meeting entry is shown for 21:30, titled "Test", with the subtitle "Ends 22:00 (Skype Meetin)". A "Join" button is visible next to the meeting entry, and a mouse cursor is hovering over it.

You are able to join using the Skype for Business Audio options (your headset) or alternatively you can enter a telephone number for the meeting to call out to.




Joining through the meeting notification popup

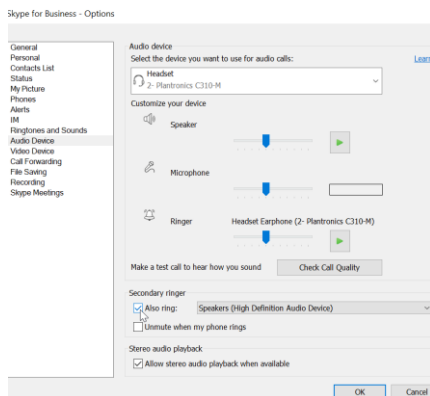
Before your meeting is due to start, you will receive a pop up reminder from Outlook from which you are able to click “Join Online”. This will then open up the Skype for Business window to join the meeting.

Incoming calls

Audio notifications/ring tones

In order for you to hear calls ringing or message notifications, go to your Skype settings by clicking on the cog icon in the Skype client. 

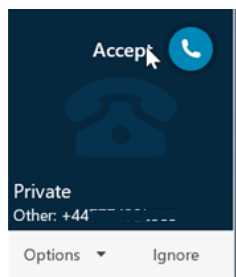
The following must be ticked in the Audio Device settings:



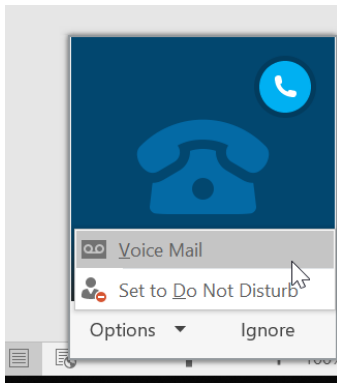
“Secondary ringer also ring Speakers”. If this is not selected, only the headphones will ring meaning that unless you have your headset on permanently you will not hear the call.

Accepting new calls

If you were to receive a call from someone you don't currently have a message window open for, you will see this pop up in the bottom right hand corner of your screen. The pop-up will tell you who is calling and give you a number of options for responding to the call.

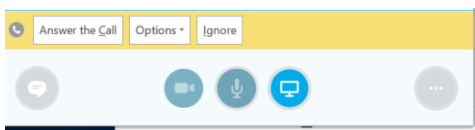


To accept, simply hover over the user as you would to accept a message and click.



You also have the options of ignoring the call or setting your status to Do Not Disturb. Setting to do not disturb will mean that you will not be available for people to message or call until you change your status.

People may also try to call you from within a Skype conversation that is already open. If this is the case, you will see the following at the bottom of the conversation window:

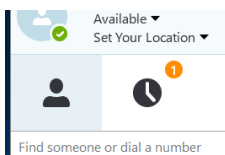


The same options are available to you.

Viewing missed calls and messages

If you miss a call, you will have a number of ways of viewing this.

The first is from within your Skype client. If you have a missed conversation, you will see an orange number next to the clock. Clicking on the clock and then the “Missed” tab, will show you any missed calls or messages you may have.



Other ways of viewing missed calls is through Outlook. When you miss a call, you will receive an email telling you who called and when. It will also show you their contact details to allow you to return the call or a message.

