Skype for Business - 101:

Creating a meeting?

- For online meetings and conference calls, ITD strongly encourages you to use Skype for Business.
- ITD acknowledges that other online conference tools are being used across the Agency (WebEx, Zoom, etc.). However, ITD is unable to support or answer questions for those tools.
- If your meeting does not require video, we encourage you to use voice only. Video will take more bandwidth from all networks.
- To share documents in your meeting, you can share your desktop with participants.

TIP: If possible, test out a Skype for Business meeting in the office with a coworker before you begin telework, following the Quick Start Guide - Meetings. Test out: Mute/unmute, adding other participants, presenting your desktop, etc.

Do you have participants outside of DNR?

- Provide them with the phone number and Conference ID to join (by phone only).
- No need to enter a PIN. Just enter # to move forward.

Joining a meeting?
From the calendar meeting invite, when you join the Skype meeting, be sure to:
- "Use Skype for Business (full audio and video experience)" option, by default.
    - Having trouble? (microphone, echo, feedback, etc.)
        - Do not use BOTH this option AND calling in on your personal phone, or
        - Use the "Audio Only" option instead. *Please note: "Call me at" option will not work.*

TIP: Don't forget to mute yourself (click the microphone icon to mute and unmute). And, if you "Present Your Desktop," don't forget to select "Stop Presenting" when done.

Instant Messaging (IM) via Skype:
- Status – By default, this is set from your Outlook calendar.
- When you need concentrated desk time, minimize interruptions by setting your status to "Do Not Disturb."
- If you manually change your status, afterward remember to select "Reset Status" in the drop-down menu.
- Location – In the "Set Your Location" text box, type in your location (working from home, in the office). This helps your coworkers know if you're in the office or working from home.

NEED MORE TIPS? For other Skype for Business tips and FAQs, go to the Skype for Business and Video Conference SharePoint site.