**Skype Video Conferencing**

Skype-to-Skype is used for communication through voice, video, chat (Instant Messaging) and/or desktop sharing – for one-on-one conferences, meetings, training, etc. **Note:** A full desktop version of Skype for Business is available through Office 365 (see below).

You can use computer audio and video with your computer's built-in devices, or a headset and camera.

Note: Make sure your headset or USB device is plugged directly into your computer and not through your monitor, docking station, or a USB hub.

Using Skype for Business via a wired connection is recommended for the best results and reliability. **Note:** Wireless may be used but may depend on bandwidth and connectivity.

Note: By default, instant message and call history is stored in your "Conversation History" folder in Outlook. If someone else has rights to your mailbox, they will be able to see your conversation history, which includes instant messages and voice and video call logs.
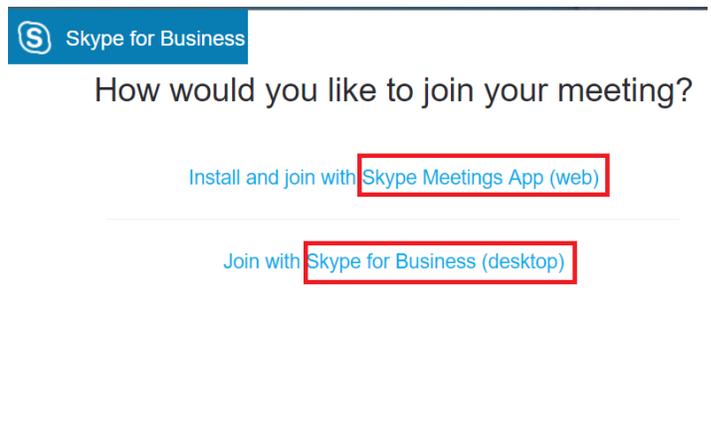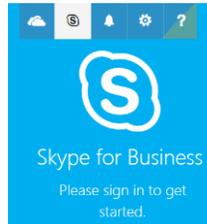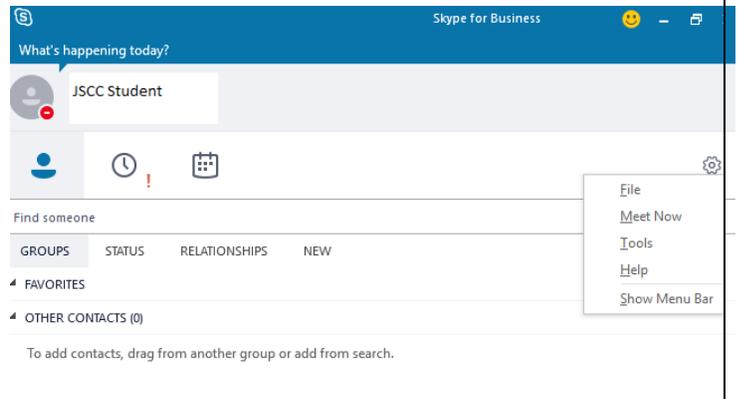
Where to download Skype for Business desktop program through Office 365:

Go to the gear Icon and select Office 365 under app settings.

Select "Software" and "Skype for Business" then install.

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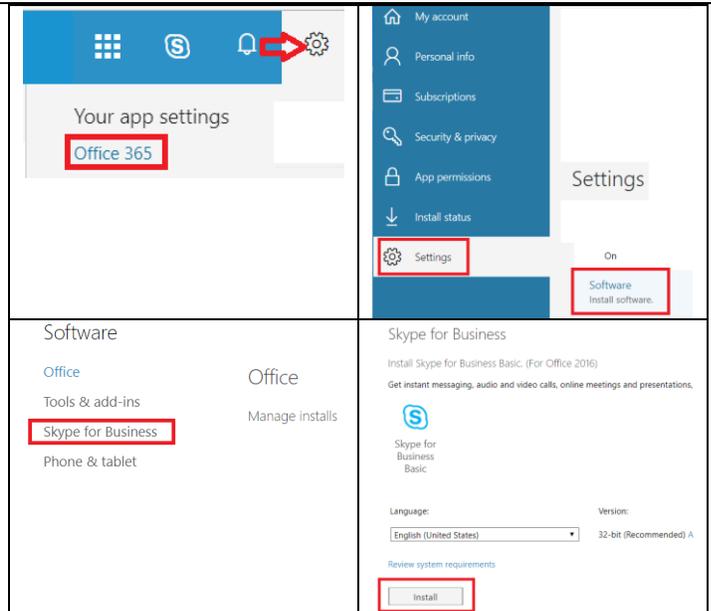
The Desktop user interface allows you to search for other users in the Jefferson State employee base and add as regular contacts. You can also create groups.

Set up an online meeting:

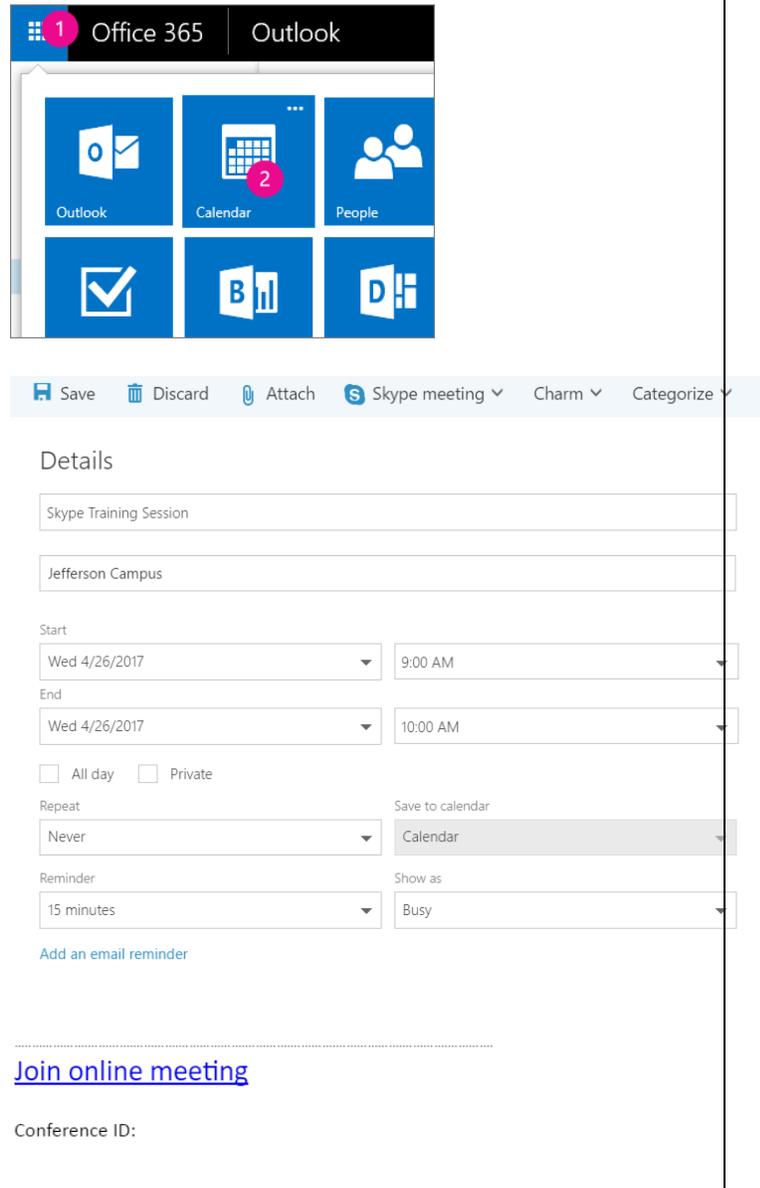Note: You can either use the 'Meet Now' option in the Desktop Program or set up a Calendar entry.

Note: Calendar events with Skype Meetings allows you to track responses to your Skype Meeting.

Open your Calendar and create new item

Fill in the meeting information as usual.

Click Skype meeting.

Note: Link with information is automatically entered in the Event information text box.
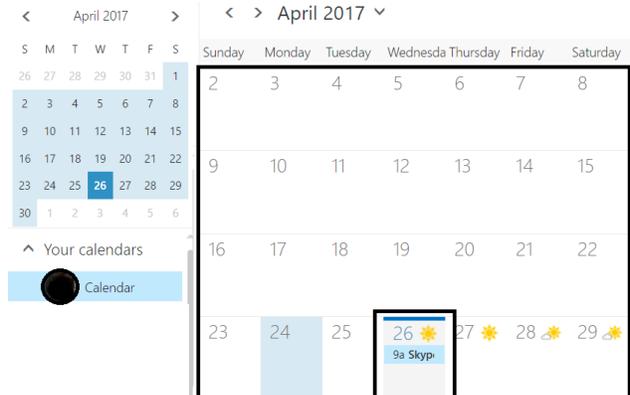
Click 'Add People'

Participants can join through Email Notification or from the Calendar if they accepted the invite.

Click to Join Meeting.

Note: You can use Webcam for video/audio or computer microphone/headset. Please test before joining the meeting.

Join online meeting Conference ID:

✏ Edit   🗑 Delete   ⊕ Join

Select either "Skype Meetings App" or "Skype for Business" for audio and video.

Note: You do not have to have Skype for Business on your desktop to "join" a Skype Session. If you plan to record the session you would need the software installed on your desktop/laptop/device.

Ⓢ Skype for Business

How would you like to join your meeting?

Install and join with Skype Meetings App (web)

Join with Skype for Business (desktop)

If you choose Skype Meetings App you will see a link to download the App (smaller size). Once download, double click on the installer package.

Next, click on the "Open Skype Meetings App."

SkypeMeetingsApp

Open Skype Meetings App?

☐ Always open these types of links in the associated app

Open Skype Meetings App   Cancel
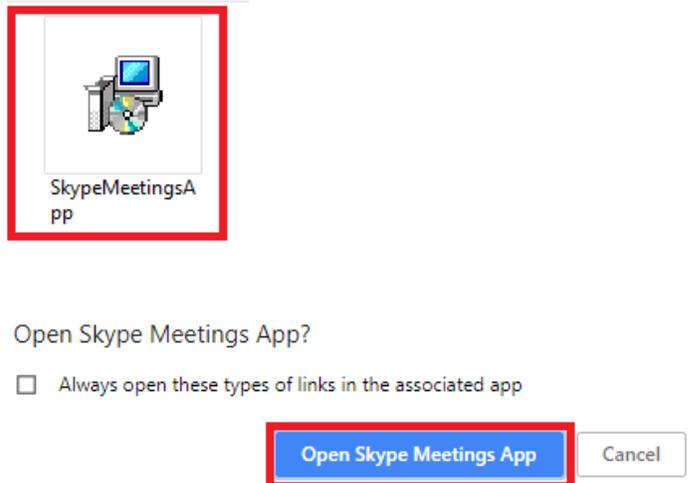
VERY IMPORTANT! You must sign in with your *__Office 365 Account!__*

IMPORTANT: YOU MUST SIGN IN WITH YOUR OFFICE 365 ACCOUNT

Welcome

Enter your name

Do Not Sign In HERE

Join

Sign in if you have an Office 365 account

Use my Skype for Business desktop app instead

The Skype User Interface: Provides name of Presenter and actions.

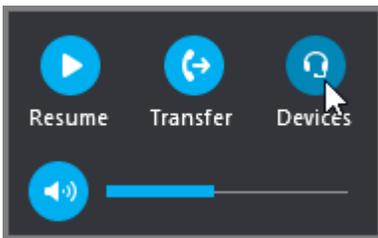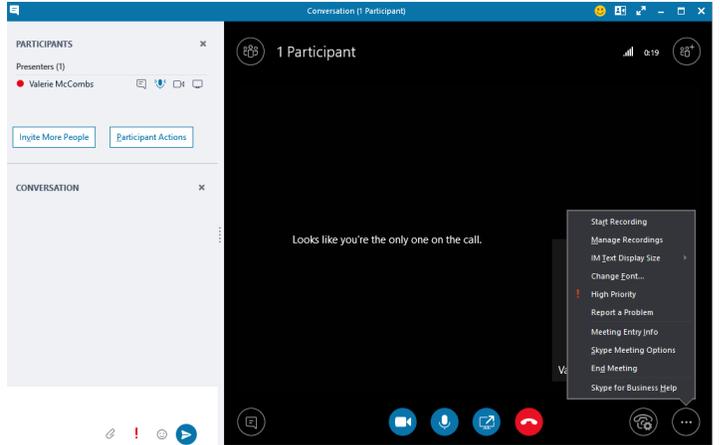Check your mic:

people in the meeting can hear you.

people in the meeting cannot hear you.

Note: Make sure you unmute your speakers too!

If you need to switch to a different audio device, click the Call Controls button , then click Devices.

Resume   Transfer   Devices

The Switch Devices box shows your available audio devices, with the current one selected. Choose a different one if you'd like.

The Participant list indicates the permissions level of each participant: either Presenter or Guest. Only presenters can share their screens, give PowerPoint presentations, open whiteboards, and access other features, depending on how the meeting was organized.

The icons next to each name indicate whether the person is currently participating in instant messaging (IM), audio, video, or content sharing in the meeting.
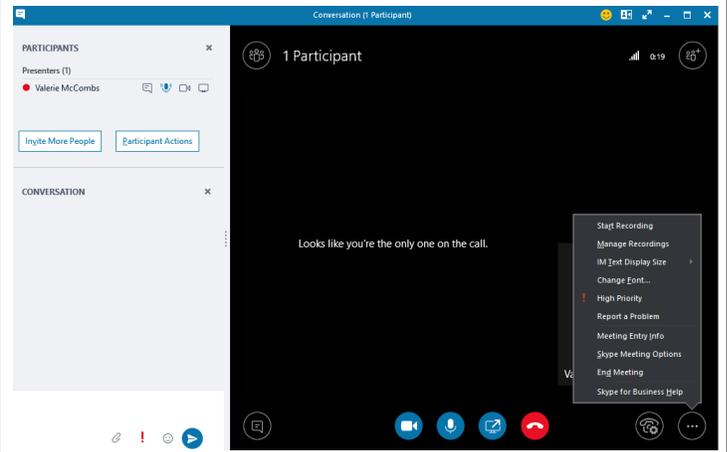
Participant Actions:

Share Screen: Depending on the permission levels set by the meeting organizer, a meeting presenter will need to make you a presenter (if you are not already one) before you can show your **screen or program** to the other meeting participants. Note: Only one person at a time can share.
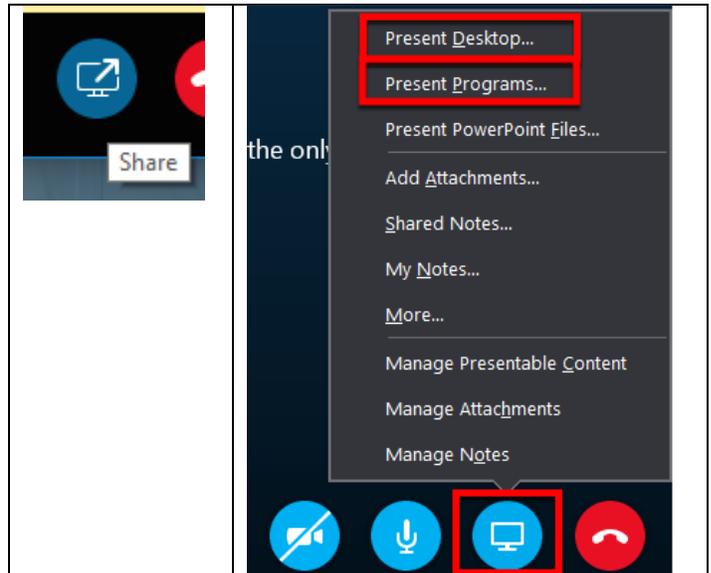
Instant Messaging: To send an instant message to meeting participants, do the following:
Click the IM icon.
Click the IM icon
At the bottom of the IM window, click the message input area, and begin typing.
Press Enter.

Note: You can format your message using the text formatting options, and add emoticons if you'd like to.

Take Control
Give and take control of a sharing session. If you want

another meeting participant to change a file, help you present, or demonstrate something, you can grant control to that person. You will both be in control of the sharing, and you can take back control anytime. On the sharing toolbar, click Give Control.

Tip: You can allow people to automatically take control of your sharing session at any time, by clicking **Give Control Automatically** on the sharing toolbar. We recommend you choose this option only in small and casual meetings. To take back automatic permission, click **Give Control**, and clear the **Give Control Automatically** check box.

Important: When sharing your desktop, everyone in the Skype meeting can see your programs, files, and notifications. If you have confidential information or files that you don't want people to see, close them—or use Present Programs instead.

Poll: Select Share button, click More..., and then click Poll. Type your question and at least two possible answers, and then click Create a Poll.

Save a file that another participant has distributed: To save a file that someone shares during a meeting, do the following:
Click Share, and then click Attachments(x).
Under the attachment you want to save, click Save As.
Click Save to choose where you want to save the attachment on your computer.

Only **Skype for Business full application** allows user to record Skype meeting.

You can capture audio, video, instant messaging (IM), screen sharing, PowerPoint slides, whiteboard activity, and polling. Any of the presenters can record a meeting and save it on their computers.

After recording, select Manage Recordings to view and/or publish. The published recording will save as .mp4 file on your local desktop.

By default, the Skype recording will include audio, video, IMs, and presented content, such as screen sharing and PowerPoint slides. You can select the only publish certain segments of the recording.

To share your recording click **Browse** to locate it, then copy the file to post on a shared location, such as OneDrive or through Outlook.

Online meetings may be recorded and are save as mp4 file type and then may be shared.

Recordings are saved in the **Videos/Skype for Business Recordings** folder on your computer.

Note: Do not upload recording file to *Blackboard*.

FAQs:

If you can't hear audio from other applications using a headset -- it could be that Windows does not have the correct audio device set as default for all programs. Audio quality depends on the network and the device you use. Use a wired network connection and switch off wireless on your computer. If you are using a wireless connection, make sure you have a strong signal.

What if can't join via computer?

If you don't have access to a computer, you can just call into the meeting with a phone. Make sure you grab the conference numbers and IDs from the meeting request before the meeting.

If you aren't using a smart phone or you're not connected to Wi-Fi, you won't be able to see anything that the leader or others may present, but you'll be able to hear and speak.

If you do have access to a computer or if you're using a mobile device and are connected to Wi-Fi, you can connect to the meeting using Skype for Business with the usual functionality--like the ability to see what others are presenting or the ability to present content yourself (if you have it on your mobile device).

(Optional) When in the meeting, press *1 on your phone to get a list of the options you can use, such as mute, unmute, and so on.

	File
Always on Top	Meet Now
Recording Manager	Tools
Audio Device Settings	Help
Video Device Settings	✓ Show Menu Bar
Dial-in Conferencing Settings	
Options	

8

Best Practices and Recommendations for Skype Video Conferencing

1) Check to make sure Skype for Business or App software is in working order.

   o Make sure software is installed on computer and/or device to be used in video conferencing and is in working order.
   o Make sure internal or external web cam is in working order.
   o Be familiar with operation procedures and test the system prior to scheduled time (minimal of 15 minutes prior to session).
   o Perform a test and check volume settings, quality, background noise and/or feedback noise.
   o Perform a test and check the video resolution and/or use of other documents/materials.
   o Check visual appearance and make sure there are not any distractions in the background.
   o Perform a test and make sure there are not any excessive delays, bandwidth, and/or synchronization issues.
   o *Note:* Synchronization is referred to as the transmitting video movements (may include documents) and sound simultaneously.

2) Tips on hosting a Skype for Business Video Conference:

   o Technical Issues
      • Have a backup plan in case the videoconferencing technology fails.

   o Communication
      • Remember to speak clearly
      • If using as a meeting provide an Agenda - maintain a business-like exchange
      • Stay on task and meeting time
      • Encourage participation

   o Establish "eye contact."
      • Once your camera and incoming view window have been correctly positioned so that "eye contact" has been established between you and the remote site, you should remain focused in that direction.
      • When engaging with remote site participant, position the video window of the other party near your camera.
      • Avoid shifts in attention such as looking down at the computer screen. "Multi-tasking" has the same effect as not looking someone in the eye when talking to them in person.
      • Remember video conferencing is a personal exchange - body language and facial expression count.