

# Skype for Business Training

## May 2016

### Module 1 - Endpoints

Overview different devices included in Pilot

- Desk phone
- Mobile
- Headset
  - Wireless
    - Pairing
    - Distance for wireless
    - Mute
  - Wired

### Desk phones (Polycom VVX 410) - 20 min

- General overview of the phone
- Voice call
- Access voice mail
- Transfer call
- Call on hold
- Add contact to Favorites
- Forward line to voice mail
- Join a meeting

### Mobile - iPhone, Android, Windows - 15 min

- Sign in (email address)
- Voice call
- Meeting
- IM (Instant Messaging)
- Transfer call from desk phone to mobile
- Simultaneously Ring Management

### Voice Mail – 15 min

- Set up
  - Options
    - Unified Messaging Welcome Message with Pin
    - Skype client
    - Polycom desk phone
  - Personal Message
    - Skype client
      - Change Greeting>Setup Voicemail
    - Polycom desk phone
      - Change Greeting
- Retrieving messages
  - Outlook - visual voicemail

- Skype client
- Polycom desk phone
- Subscriber access

## Module 2- Using Skype for Business (S4B) to Collaborate - 30 min

### Overview of Skype Client

- Full client
- IM window
- Meeting window
- Settings and Help

### Objectives:

- Create or locate a contact.
- Create custom contact groups.
- Instant Messaging Window
  - Communicate with a contact through instant message, call, and video.
  - Share a program, desktop screen, PowerPoint presentation, or document with contacts.
- Create a group meeting instantly and proactively.
- Locate your meetings.

### Exercise: Locate and add a contact

- Locate a contact that you email.
- Add a contact to your contact list.
- Manage your contacts.

### Exercise: Communicate with a contact

- Send an instant message to a contact.
- Call a contact.
- Video chat with a contact.

### Exercise: Share Information with a contact

- Send a document.
- Share your desktop and give control.
- Share a program.

### Exercise: Invite others to join your session

- Add participants.
- Share a PowerPoint presentation.
- Add a poll page.

### Exercise: Create a new S4B meeting

- Create a new meeting request.
- Add S4B meeting information to your meeting request.

## Module 3 - Unified Communications in Skype for Business - 15 min

### Objectives:

- Using S4B within Outlook messages and calendar.
- How to use presence indicators.
- Schedule Skype meeting
- View conversation history
- Advanced Skype features

### Exercise: Open Outlook and locate a contact that is online

- Launch Outlook.
- Review emails - find one with a user with a green presence indicator.
- Instant Message contact.
- Share desktop with contact.
- Transfer file to contact.
- Call contact.

### Exercise: Open Your Outlook and schedule a Skype meeting

- Respond to an email with "Meeting" option from the menu.
- Add a Skype meeting.
- Open meeting options.
- Ensure meeting options are correct.
- Schedule meeting.

### Exercise: Join a scheduled meeting as a participant

- Outlook
  - Launch Outlook
  - Open Meeting
  - Click "Join Skype Meeting" link
- Skype for Business Client
  - Click meetings tab in Skype client
  - Right click meeting
  - Select Join
- Polycom VVX Desk Phone
  - Click Join on meeting reminder
    - or
  - Navigate to calendar
  - Select meeting
  - Click Join
- Mobile Client
  - Click on meetings icon
  - Select meeting
  - Join

### Exercise: Join a scheduled meeting as organizer

- Outlook
  - Launch Outlook
  - Open Meeting
  - Click "Join Skype Meeting" link
- Skype for Business Client
  - Click meetings tab in Skype client
  - Right click meeting
  - Select Join
- Organizer options
  - Lobby if/as needed
  - Change from attendee to presenter for screen sharing
  - Presentations
  - Recording
  - Retrieving recording

### Using Advanced Skype Features

- Team-Call Management
- Delegate Management