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
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