The SLCL
Skype for Business Guide
Introduction | What You Should Know & What You Can Do

As technology improves, so do our options for connecting face-to-face with colleagues, committee members, presenters, and job candidates - whether they are across an ocean, across the country, or just across campus. Meetings are no longer restricted to on-site participation, and can now be joined from anywhere in the world that has access to the Internet.

In order to meet the needs of a School whose reach and impact are global in scale, this guide has been developed to make connecting the School of Literatures, Cultures, and Linguistics with anyone in world - anywhere in the world - as autonomous as possible.

Technology has a tendency to change rapidly. Because of this, we found it necessary to commit to the best possible option for connecting with individuals outside the confines of the Foreign Languages Building: Skype for Business.

This means we will no longer be supporting - via equipment, on-site assistance, or otherwise - the use of Basic Skype. In addition to this, it should be noted that Basic Skype IS NOT COMPATIBLE with Skype for Business.

Therefore, we are focusing on making Skype for Business a significant resource for all SLCL Faculty, Staff, and Students.

We also understand that getting the most out of a new system means listening to those who use it the most. That is why we hope you will let us know about your experiences while using this guide so we can fine-tune it, and make it as beneficial as possible.

What did you like? What didn’t you like? What did you feel was missing? All of your feedback will help us make this guide, and the SLCL Skype for Business experience, better for all who use it.

- SLCL Facilities

*Please send any feedback to slcl-facilities@illinois.edu with “SFB Feedback” in the subject line. We ask that questions about Skype for Business and/or this guide be sent in a separate message to ensure questions can be responded to in a timely manner. | SLCL Facilities
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Section I

Prior to your Meeting
1.1 | Request a Meeting Space*

*Please note: This step, and those that follow, are provided with the assumption that you already have a date, time, and initial list of attendees for your meeting.

» Visit http://go.illinois.edu/SLCL_Scheduler

» Select the Conference Room you wish to use for your meeting

» Complete the request process

• IMPORTANT: When requesting a space, you should specifically indicate that you are hosting a Skype for Business Meeting - and will need a Speakerphone - in the comments section of the request process. Failure to do so runs the risk of the Speakerphone being unavailable for your meeting.

BE ADVISED: You will receive a confirmation email with that will include the Conference Link for the room you have requested. This link should be provided to anyone who will be joining the meeting via Skype for Business or a Skype for Business Web App, and will be necessary for you to launch the virtual meeting space on the day of your meeting. There is a space available in the Section 1.3 Checklist where you can - on a printed copy of the checklist - write the details of the Conference Link for reference purposes.
1.2 Send Out Meeting Information

Once you have received an approval confirmation for your room request - including the Conference Link - you will be ready to send any Off-Site Participant(s) the information.

» Provide the date and time of the meeting

» Provide the Conference Link for the meeting

» Send a link to the Off-Site Participant Guide* (http://go.illinois.edu/Off_Site_Guide)
  • It is recommended that you also take the time to review the Off-Site Participant Guide prior to the meeting in order to support any questions. You can find a copy of the Guide in Appendix A.

» Provide a time by which they should be in the meeting’s Virtual Lobby

» Be sure to request - if available - a telephone number from the Participant(s) in the event they will only participate via audio-only

» If you are communicating with someone who will be completing an On-Site visit (for a job talk, or lecture), be sure to send a list of the computer software available on-site, and advise him/her to make time - at least 2 hours prior to his/her presentation - to complete a technical test, and request IT Support if necessary (Appendix D)

*You should advise the Participant(s) to utilize the Testing Link identified in the Off-Site Participant Guide ONE OR MORE DAYS BEFORE the meeting to prevent any last-minute issues.*
1.3 | Preparation Checklist

Now that your meeting is scheduled and invitations with the meeting information have been sent, you are nearly ready to get things underway. Use the checklist below to make sure everything is in place prior to moving on to Section II.

<table>
<thead>
<tr>
<th>Preparation Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PRIOR TO YOUR MEETING</strong></td>
</tr>
<tr>
<td>☐ I have requested a meeting space</td>
</tr>
<tr>
<td>☐ The space request indicated a need Skype for Business and a Speakerphone</td>
</tr>
<tr>
<td>☐ My space request has been approved</td>
</tr>
<tr>
<td>☐ I have received the following Conference Link: go.illinois.edu/_______</td>
</tr>
<tr>
<td>☐ For <strong>Off-Site Participants</strong>, I have:</td>
</tr>
<tr>
<td>☐ Provided the Conference Link</td>
</tr>
<tr>
<td>☐ Provided a copy of the Off-Site Guide</td>
</tr>
<tr>
<td>☐ Advised them to use the Testing Link prior to the meeting</td>
</tr>
<tr>
<td>☐ Requested a telephone number for each Participant (if multiple)</td>
</tr>
<tr>
<td>☐ For <strong>On-Site Participants</strong> (job-talks/lectures/etc), I have:</td>
</tr>
<tr>
<td>☐ Provided a list of the computer software available on-site (<strong>Appendix D</strong>)</td>
</tr>
<tr>
<td>☐ Scheduled a testing window <strong>at least 2 hours prior</strong> to the event, and advised the Participant to use the time to go over his/her presentation on our equipment, and request IT Support, if necessary</td>
</tr>
<tr>
<td>☐ I have taken the time to review the Off-Site Participant Guide myself</td>
</tr>
<tr>
<td><strong>DAY OF YOUR MEETING</strong></td>
</tr>
<tr>
<td>☐ I have checked out a Speakerphone from the 2090 Reception Desk</td>
</tr>
</tbody>
</table>

*Feel free to print this page and use it to keep track of the set-up for your meeting.*
Section II

The Day of Your Meeting
2.1 | Speakerphone Set-up

Prior to arriving at the Conference Room, you should have checked out a Speakerphone from the Reception Desk in 2090.

» Open the Computer Cabinet door
» Remove the USB extension cord
» Connect the Speakerphone to the USB extension cord (Image 1)
» Place the Speakerphone in a central location
2.2 | Logging On

» Logging on to the computer will depend on the Conference Room you are using
» Use the Username and Password* below that corresponds to your meeting location
» Your screen should resemble the screen in Image 2

Room 1080 (Lucy Ellis Lounge)
Username: SLCL1080TELECOM
Password: SLCL1080telecom-1

Room 2090B
Username: SLCL2090bTELECOM
Password: SLCL2090btelecom-1

Room 3072E
Username: SLCL3072eTELECOM
Password: SLCL3072etelecom-1

Room 4080A
Username: SLCL4080aTELECOM
Password: SLCL4080atelecom-1

Room G96
Username: SLCLG96TELECOM
Password: SLCLG96telecom-1

Mobile Unit 1
Username: SLCLTELECOM_M1
Password: SLCLtelecom_M1-1

Mobile Unit 2
Username: SLCLTELECOM_M2
Password: SLCLtelecom_M2-1

Once you are logged on, Skype for Business should start automatically. If it does not, click the Skype for Business located at the bottom of the screen, in the task bar.

*Please Note: Passwords MUST be entered EXACTLY as they are displayed above.
2.3 | Opening the Meeting Space

» Before the meeting can begin, you will need to have access to the meeting space
» Open *Internet Explorer / *Google Chrome
» Enter the web address you provided to off-site participants. It should look like the following example:

\[ \text{go.illinois.edu/ROOMMmm##} \]

\[ \text{ROOM} = \text{Room Number} \mid \text{Mmm} = \text{Abbreviated Month} \mid \## = \text{2-Digit Year} \]

» Entering the address will automatically take you to the meeting space (Image 3).

*Please note: Using any other browser instead of those identified above may result in complications that could prevent your meeting window from launching.*

Be sure you immediately proceed to Section 2.4
2.4 | Checking Privacy Settings

WARNING

Failure to complete this step may potentially compromise the privacy of your meeting, including - but not limited to:

- Exposure of potentially confidential information
- Exposure of the name(s) of any meeting participant(s)
- Exposure of the phone number(s) of any dial-in participant(s)

IT IS ADVISED THAT YOU **DO NOT SKIP** THIS STEP.

Please see Appendix B for instructions on checking the privacy settings of your meeting.
2.5 | Opening the Participant List

» To see a complete list of the participants, you will need enable the Participant List.
» Select the 🔄 icon in the top-left corner of the meeting space screen.
» If the Participant List is open, your screen should resemble the screen in Image 4.
2.6 Enabling Your Video

» The Conference Room webcam must be enabled before participants can see you
» Select the 📹 icon at the bottom of your screen
» Select “Start my video” (Image 5)
» You should now see the webcam-view of the room on your screen.*

*Please Note: Participants will not be able to see your video - or names/video of other Participants - until they have been admitted to the meeting.
2.7 | Adjusting Volume

» If the volume level of the speakerphone is too high or low, you can adjust it (Image 6)
» Press Button A to increase the volume
» Press Button B to decrease the volume

Please see Appendix C for additional volume-control options.
2.8 Admitting Participants

- Participants cannot be involved in the meeting until they have been admitted.
- Until then, they will wait in the Lobby and their names will appear in the Participants List under the “Lobby” heading.
- Next to the Participant’s name, select “Admit”* or “Deny” (Image 7).

*Please Note: Participants who arrive to the lobby early do not need to be admitted until you are ready to start your meeting.
2.9 | Adding a Participant via Telephone

An audio-only method is available for Participants who do not/cannot join via a Skype for Business Web App, allowing them to instead join via a landline or cellular telephone.

- Select the icon at the top-right corner of the window
- Enter the Participant’s full telephone number* in the box (Image 8)
- Select “OK” to initiate the call

*Please Note: If you are calling someone internationally, be sure to include the country code in addition to the phone number.
2.10 | Removing a Participant

Some meetings - such as hiring searches - may involve multiple Participants that have been scheduled for specific interview time-slots.

If you have concluded business with the current Participant, you can remove him/her from the meeting space in order to admit any Participant(s) that may be in the lobby.

» Find the Participant’s name in the Participant List
» Right-click on the Participant’s name
» Select the option “Remove from Meeting” (Image 9)
Section III

During Your Meeting
3.1 | View Participant Actions

During the course of your meeting, you will have access to meeting-wide controls. They will allow you to make certain changes for all meeting Participants instead of enabling settings person by person. (Image 1)

» At the bottom of the Participant List, select “Participant Actions”
» Mute the audience (A)
» Disable Meeting Instant Messaging (B)
» Disable Attendee Video (C)
» Hide the Names of Participants (D)
» Make Everyone an Attendee (E)
» Invite Additional Participants by Email (F)
3.2 | Mute a Participant

» Using the Participant List, find the Participant you wish to mute
» Right-click the Participant’s name
» Select the “Mute” option (Image 2)
» Follow this process to unmute the Participant
3.3 | Make a Participant a Presenter

If a meeting Participant has a special role in the meeting, such as providing data to share with the rest of the Attendees, you can make him/her a Presenter. This allows him/her access to various Presenter options.

» Using the Participant List, find the Participant you wish to make a Presenter
» Right-click the Participant’s name
» Select the “Make a Presenter” option (Image 3)
» Repeat these steps to make the Participant an Attendee again
3.4 Lock the Video Spotlight

When multiple Participants are attending the meeting via video, the “spotlight” will be placed upon whoever is currently speaking. However, you can lock the spotlight on a specific Participant if you wish. This will keep him/her the most visible at all times.

» Using the Participant List, find the Participant whose video you wish to spotlight
» Right-click the Participant’s name
» Select the “Lock the Video Spotlight” option (Image 4)
» A notification will appear for the rest of the Participants (Image 5)
» Repeat these steps to unlock the video spotlight
3.5 | End the Meeting

**PLEASE NOTE:** If you are hosting multiple Participants using scheduled time-slots - such as a job search - it is advised that you instead remove Participants on an individual basis, as described in Section 2.9.

The method shown below should only be used if you have concluded any remaining business and are ready to leave the Conference Room.

» Select the icon at the bottom-right corner of the window
» Select the “End Meeting” option (Image 6)
» You will be prompted to confirm your choice. Select “OK” (Image 7)
» The Virtual Meeting Space will close automatically
3.6 | Post-Meeting Checklist

Now that your meeting has concluded, there are a few things you should do before you leave the Conference Room. Use the checklist below to ensure that the individuals who use the Conference Room after you will be greeted with a tidy, business-ready space for their meeting.

Post-Meeting Checklist

☐ I have logged out of the computer
☐ I returned the keyboard and mouse to the Computer Cabinet
☐ I placed the Speakerphone in its case
☐ I returned the USB extension cord to the Computer Cabinet
☐ The Conference Room tables and chairs are configured properly
☐ Any food items/containers have been disposed of in the hallway garbage cans
☐ The tables and floors are clear
☐ I have all my personal items with me
☐ I have closed the Conference Room door and confirmed that it is locked
☐ I have returned the Speakerphone to the Reception Desk in 2090

*Feel free to print this page and use it to track the wrap-up for your meeting.*
Appendices

Taking a Closer Look
**Appendix A | Off-Site Participant Guide**

This Appendix corresponds to Section 1.2 to provide you with a copy of the instructions that have been sent to Off-Site Participants, in order to support any questions.

**BE ADVISED:** It is HIGHLY RECOMMENDED that you complete a FULL TEST of this guide a minimum of ONE DAY PRIOR to your meeting using the following Testing Link:

```
go.illinois.edu/SFB_Test
```

Use the Testing Link above when prompted for a web address in Step 1. Please keep in mind, the link above is ONLY for completing a system test, and SHOULD NOT be used on the day of your meeting.

**BEFORE YOU BEGIN THIS GUIDE, PLEASE NOTE:**

» You CANNOT join this meeting using a Basic Skype account.

» You MUST use a Skype for Business Web App OR account to participate.

» A Web App plug-in download - outlined in Step 3 - is meant to allow you to participate in the meeting using audio AND video, and will not be available until you attempt to join the meeting.

» Joining via a landline telephone or cellular phone (without the use of video) is also available. Simply respond to the Meeting Invitation with your telephone number.

**Be Advised:** The day prior to your meeting, it is recommended that you ensure your browser is up-to-date.
Step 1 | Open a Browser Window

» Open Internet Explorer 🌍 OR Google Chrome 🌍
» Enter the web address provided in your Meeting Invitation (S1)

Please note: Using any other browser instead of those identified above may result in complications that could prevent you from joining the meeting.
Step 2 | Web App Selection

- You will be taken to a Skype for Business webpage*
- Select “Join Using Skype for Business Web App instead” (S2)

*Please note: If the computer you are using already has Skype for Business installed on it, and you have a Skype for Business account, you may be taken to the meeting lobby automatically and can skip the remainder of this guide.
Step 3 | Web App Download & Installation

» Select the link “Skype for Business Web App plug-in” (S3)
» Download and install/run the Skype for Business Web App
» If prompted, select to “Open” the Web App plug-in
» If you do not automatically receive a prompt to enter your name, select the option “Join the meeting” as seen in S3

![Skype for Business Web App](image-url)
Step 4 | Accessing the Login Screen

» If you are prompted to input a Username and Password, but do not have a Skype for Business Account, select “Cancel,” (S4.1)

» Then select “Sign in as a guest to the meeting” (S4.2)

» If you do not receive this prompt, please skip to Step 5
Step 5 | Enter Name and Join

» In the box provided, input your First and Last name (S5)
» Select “Join the meeting”
» If you are prompted to allow the Web App to open, select “Allow”
» A new screen will appear with the message “the organizer will let you in soon…”
» This is the meeting’s virtual lobby
Step 6 | After Being Added to the Meeting

» Select button A (S6.1)
» Select “Start My Video” (S6.2)
» Select button B to enable your microphone and audio (S6.1)
» Be sure that your volume is properly set
Appendix B | Changing Privacy Settings

This Appendix corresponds to Section 2.4 to provide a closer look at the meeting options that may affect your Skype for Business meeting.

B1 | Open the Options Menu

» Select the icon at the bottom-right of the screen (Image 1)
» From the menu, select “Skype Meeting Options” (Image 2)
B2 | View and/or Adjust Meeting Options

Now that you are in the Meeting Options menu, you should see four (4) different menu options. These options should be set as they appear in Image 3. If they are not, use the drop-down arrow next to each option and set it to the correct choice.

![Image 3]

“**These people don’t have to wait in the lobby.**”

A: The meeting organizer

“**Who’s a presenter?**”

B: People scheduled as presenters

“**Who can annotate PowerPoint presentations?**”

C: Presenters only

“**Who can look at content on their own?**”

D: Everyone

*Don’t Forget:* If you make any changes to the meeting options, select “**OK**” before continuing to ensure your changes are saved.
Appendix C | Adjusting Volume

This Appendix corresponds to Section 2.7 to provide additional options for adjusting and setting the volume of the Speakerphone.

Content Coming Soon!
# Appendix D | On-Site Computer Software

This Appendix corresponds to Section 1.2 and 1.3 to provide a list of the computer software available in SLCL Conference Rooms.

## D1 | On-Site Computer Software by Location

<table>
<thead>
<tr>
<th>Room 1080 (Lucy Ellis Lounge)</th>
<th>Room 4080A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Windows OS Version:</strong> Windows 7</td>
<td><strong>Windows OS Version:</strong> Windows 7</td>
</tr>
<tr>
<td><strong>MicroSoft Office Version:</strong> 2013</td>
<td><strong>MicroSoft Office Version:</strong> 2013</td>
</tr>
<tr>
<td><strong>Skype for Business Version:</strong> 2015</td>
<td><strong>Skype for Business Version:</strong> 2015</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Room 2090B</th>
<th>Mobile Unit 1*</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Windows OS Version:</strong> Windows 7</td>
<td><strong>Windows OS Version:</strong> Windows 10</td>
</tr>
<tr>
<td><strong>MicroSoft Office Version:</strong> 2013</td>
<td><strong>MicroSoft Office Version:</strong> 2016</td>
</tr>
<tr>
<td><strong>Skype for Business Version:</strong> 2015</td>
<td><strong>Skype for Business Version:</strong> 2016</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Room 3072E</th>
<th>Mobile Unit 2*</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Windows OS Version:</strong> Windows 8</td>
<td><strong>Windows OS Version:</strong> Windows 7</td>
</tr>
<tr>
<td><strong>MicroSoft Office Version:</strong> 2013</td>
<td><strong>MicroSoft Office Version:</strong> 2016</td>
</tr>
<tr>
<td><strong>Skype for Business Version:</strong> 2015</td>
<td><strong>Skype for Business Version:</strong> 2016</td>
</tr>
</tbody>
</table>

*Please note:* Use of the Mobile Skype for Business Units may be provided on an as-needed basis.