UniCom and Skype - Summary

What is UniCom?
UniCom is IU’s term for unified communications, a service at IU that brings voice, video, and data together in a unified desktop communication system, providing instant messaging (IM), telephone, email, desktop sharing, and audio/video conferencing.

What is Skype?
Skype for Business is a virtual connection between you and the people you work with.

UniCom has integrated Skype for Business into IU’s communication systems to bring instant messaging (IM), PC to PC phone calls, video calls, email, and calendar features.

Who can use UniCom services?
At Indiana University, faculty and staff can use Skype for Business to communicate with those with UniCom accounts.

Setting up Skype for Business

Skype for Business is a robust communication application that seamlessly integrates phone calls, instant messaging, video conferences, and even email. It is the official mode of communication between employees on all IU campuses.

Downloading Skype for Business
1. Go to IUware
2. Find Office Tools on the left menu
3. Click UniCom Lync Client (soon to be Skype)
4. After you have read through the Installation Notes and signed the Emergency 911 Acknowledgment Statement, click the link that appears beneath Downloads. You may be required to log in.

Required equipment and how to test it
To use the voice communication capabilities of Skype for Business, you need a headset or speakers, and a microphone. If you want to use the video conferencing features, you will need a webcam.

You can test your audio and video equipment from the Skype Options button.

To set up audio and video:
1. Click the Skype Options button.
2. In the options environment, choose either Audio Device or Video Device.
3. Choose the appropriate settings for your environment.

Note: When using Skype for Business, a shortcut appears at the base of the main Skype window. The Select Primary Device shortcut button may be found in the lower left corner of the Skype window. Clicking this button allows you to choose from all audio enabled devices, and allows you to switch between them on the fly.
Phone Calls Using Skype for Business

Skype can be used like a telephone to make calls between you and other Skype users from your computer using a headset with a microphone.

Initiating a call
To find someone, type their name, username, or 10-digit phone number into the Skype Search field and a list of names will appear.

If you choose to search using a phone number, type all 10 digits including the area code. The “1” in front of the phone number is unnecessary.

To call a contact, click the contact’s profile photo and choose the Phone icon. If the contact is unavailable, a voice mail can be left.

The next step will be determined by the Presence Status and whether or not the recipient of your call subscribes to UniCom:

a. If the recipient has no UniCom subscription, searching by name will not be an option. If you choose to search using a phone number, the Skype Call option appears:

To make a call, click the Phone icon. Voice will be the only enabled feature if the recipient has no UniCom subscription.

b. If the recipient of your call has a UniCom account but an unknown presence state, a “work number” option appears in addition to those in section a.

Make a Skype PC-to-PC call to other UniCom users by clicking the Skype Phone icon, or open the drop-down menu, choose New Number and enter another number for the contact. You may also choose the Voice Mail option from the drop-down menu.
**Answering a call in Skype**

When you have an incoming call, the computer will emit an electronic ring. On the lower right corner of your computer screen, you will see a small pop-up window indicating that you have an incoming call.

**To answer a call:**
Click anywhere in the top half of the window. If you click the Ignore button, the call will not connect. The Options button allows you to redirect the call to voice mail or to another contact.

**Disconnecting a call**

In all calling modes, the call is managed in the conversation window.

**To hang up:**
1. Click the **End Call** button in the upper-right corner of the conversation window.

**Placing and removing a call from Hold**

Using conversation windows, you can have several calls open simultaneously. When you answer or initiate a second call while the original is in progress, the original call is muted and the newly generated call becomes active.

When you return to the original conversation window, you must click the **Resume Call** button that appears in any conversation on hold.

**Transfer a call**

**To transfer a call:**
1. In the conversation window, click the **Transfer** icon.
2. In the pop-up window, find the contact you wish to transfer the caller to by entering a name, username, or 10-digit phone number.
3. Click **Transfer** at the bottom of the window.

**To transfer a call to a contact’s voice mail:**
1. In the Skype call window, click the **Transfer** icon.
2. Find the contact you wish to transfer the caller to in the pop-up window by entering a name, username, or 10-digit phone number.
3. Click the contact’s profile photo and click the arrow next to the **Call** button.
4. Click **Voice Mail** in the drop-down menu.

**Call Forwarding**

Skype for Business offers a range of call forwarding options. To view some of these options, click the **Call Forwarding** button at the bottom of the Skype window, or in the Skype Options window, select **Call Forwarding**.

**You may set Skype call forwarding to one of three options:**
- Turn off call forwarding
- Forward my calls to
- Simultaneously Ring

The “Forward my calls to” option restricts all incoming calls to your Skype phone and redirects them to another number.
Alternatively, if you have all your delegates, team-call group, and alternate phone numbers configured, you can use the Call Forwarding shortcut button which appears in the lower left corner of the Skype window. An action menu opens from which you may choose any of the configured options with a click.

**Forwarding calls:**
Forwarding your calls allows you to send incoming calls to your voice mail, to someone else, or your cell phone.

**Call Forwarding Options:**
1. Click the **Options** button.
2. Click **Call Forwarding** on the left menu.
3. Choose one of the call forwarding options.
4. When you click the **Forward my calls to** option, you can then select to forward your calls to **Voice Mail**, **My Delegates** (see ‘To add Delegates’ below), or **New Number or Contact**.
5. When you click the **Simultaneously ring** option, choose a **New Number**, or **My Delegates** (see “To add Delegates” below). Calls will also reach the number or contact you choose as well as your work phone. You can also set a delay in which calls will ring your phone for a set amount of time before reaching your delegate(s).

**To add Delegate(s):**
1. Click the **Options** button.
2. Click **Call Forwarding** on the left menu.
3. Click **Edit my delegate members**. A list of your contacts opens.
4. In the contact list, select one or more of your contacts as your delegate(s). You may only select persons inside your organization.
5. Ensure that your Delegates have check marks in the boxes next to their names.
6. Click **OK**.

*For more on Delegates, see the CX600 Desktop Phone Training Handout (PDF).*

**Viewing missed calls**
Even if a missed call does not have an associated voice mail message, you can view the information about it in the **Conversations Environment**.

To contact the caller directly, click the profile photo of any missed caller in the window; this method allows you to continue the missed call as an IM, call, or video chat. Alternatively, to return a call, just click the **Phone** icon to the right of the listing.

**Call Volume Settings**
You can adjust the volume settings so that all sounds are reduced when you receive a phone call.

**To reduce all volume settings when there is an incoming phone call:**
1. Click the Skype **Options** button.
2. Choose **Ringtones and Sounds** on the left menu.
3. Click the **Sound Settings** button.
4. Click the Communications tab.
5. Choose your desired volume setting.
6. Click **Apply**.
7. Click **OK**.
Instant Messaging (IM)

Skype for Business allows you to send and receive instant messages to others with UniCom accounts.

When you initiate a chat session in Skype, you generate a new conversation window. A conversation window is a small window that allows you to chat, screen-share, transfer files, manage PC-to-PC calling, and more. In a single conversation window, you can smoothly shift from one mode of communication to another. All these modalities may be used together or separately.

Generating an IM

In Skype, there are several ways to initiate an IM conversation.

**To generate an IM conversation by finding a name in the Search Field:**

1. To find someone, type the name, IU username, or 10-digit phone number into the Skype Search Field.

   Note: Those with gray circles with question marks on their profile photos are either offline, or have yet to sign up for UniCom accounts.

2. Double-click the contact.

   A new conversation window opens in IM mode by default.

3. Type your text into the bottom pane and press Enter.

**To initiate an IM conversation in an existing conversation window:**

1. Click the IM icon. An IM pane opens in the conversation window.

2. Type your text and press Enter.

**Attaching a file in an IM**

You can send a file securely with an instant message.

**To send a file:**

1. Click the Present icon.
2. Choose Add Attachments.
3. Browse to the file you want to send. If accepted, the file will send as a link in the conversation window.

You can also drag a file to the contact’s name. The contact will receive a notification that you are sharing a file with them. They can either accept or decline the file.

**Conversation Logs**

All your IM conversations and phone logs can be stored in Outlook, inside a folder called Conversation History. By default, Skype will automatically store all IM conversations, phone logs, and Skype contacts in Outlook.

**To manage how your IM conversations and phone logs are stored in Conversation History in Outlook:**

1. In the main Skype window, click on the Options button.
2. Under the Personal tab, determine the desired settings from the following:

   - Save IM conversations in my email Conversation History folder
   - Save call logs in my email Conversation History folder
Using Video

You can add video to calls made through Skype.

Adding Video to a conversation
Just as you generate an IM or Skype call, if you have a webcam, you can place video calls. Participants who have webcams will be seen in the conversation window, while an icon will appear for those who do not have a webcam.

To initiate a video call:
• Click the profile photo of your desired contact and click the Video icon to begin a video conference.
• If you are already in a conversation or call, you can click the Video icon in the active Skype window to begin a video conference at any time.

Participants are seen in picture-in-picture layout; the image of the person who is speaking will be automatically featured as the largest in the window.

Other video options:
• Add more participants to the video conference by clicking the People icon at the top right of the window.
• Begin an instant message conversation simultaneously with the video conference participants by clicking the IM icon at the lower left.

To learn more about planning and initiating video conference calls, see the “Initiate a Conference Call” section under “Conferences.”

Record, View, and Share a Meeting

Record a Meeting:
1. Click the More Options button in your meeting, and then click Start Recording.
2. Use the Recording Controls toward the bottom of the conversation window to resume, pause, or stop the recording.
3. By default, Skype saves your recordings in Skype recording format in the location: C:\Users\yourusername\Videos\Lync Recordings.

View Your Recording:
1. Click the Show Menu icon, then Tools in the dropdown menu, and then Recording Manager.
2. Select a recording, and then click Play.
3. The recording will play in Windows Media Player by default.

Share a Recording:
1. Click the Show Menu icon, then Tools in the dropdown menu, and then Recording Manager.
2. Select your recording, and then click Browse to open the location where your recording was saved.
3. Copy the file and post it where others can access it.
Conferences

You can have a meeting without leaving your computer by using Skype phone (PC to PC), video, or IM conferences using Skype for Business.

Initiate a Conference
From the main Skype window, you can initiate a conference.

To initiate a Meet Now conference:
1. Click the Skype Show Menu button (the arrow next to the Options button) and click Meet Now. A conversation window opens.
2. Click the People icon, or click the Invite More People button in the Participants panel.
3. Search for contacts, and click Okay to add them to the conference.

You can also provide a hyperlink (URL) for those who do not have Skype for Business.

To provide a URL:
1. Click the More Options icon and choose Meeting Entry Info.
2. In the Meeting Entry Info pop-up window, a URL will be provided under “Meeting link.” Click the Copy all Info button.
3. Open Outlook and paste (CTRL + P) the information into either the meeting invite, or a new email and send it to the participants.

Video Conference
Follow the steps under “Initiate a Conference,” under the “Conferences” section. Then, follow the steps under the section called “Using Video.”

Join a Conference
There are a few ways to connect to a Skype Online Meeting.
• Join a scheduled online meeting through Outlook.
  1. In the Microsoft Outlook Calendar, open the meeting you want to join.
  2. In the meeting request, click Join Skype Meeting.
• Join a meeting via a hyperlink (URL). This should be provided to you in the email invitation.
  1. Visit the hyperlink on your internet browser.
  2. Skype will automatically start up.
  3. Log in with your IU username and passphrase. Non-UniCom participants may sign in as guests.

Scheduling a Conference Call from Outlook
If you have an IU Exchange Outlook client, you may use the Skype Meeting feature in Outlook. Participants may join using Skype or using a web browser. The invitation that Outlook creates will contain a phone number that people can use to join the conference call. In this case, web-participants may connect to the conference using both the Skype web application and/or their own call-in device.

To Schedule a Skype Meeting in Outlook:
1. Click the New Skype Meeting button in Outlook under the Home tab.
2. A new message window will pop up. Send the meeting invitation to the participants. Include the date, time, and a message if necessary.
Inviting additional participants to a current call

You can invite any UniCom user to join in your current conversation at any time during the call.

To add an additional person to a call, in the conversation window:

1. Click the People icon.
2. Search for contacts in the pop-up windows by typing names, usernames, or 10-digit phone numbers.
3. Click Okay.

To send an email invite in the conversation window:

1. Click the Show Participants icon.
2. Click the Participant Actions button.
3. Click Invite by Email.
4. Outlook will open an email with a phone number and a link to the video conference already in the body of the email. Simply send the email to the participants.

To send the email invitation using an email client other than Outlook:

1. Click the More Options button in the Skype conversation window.
2. Choose Meeting Entry Info, and click Copy All Info.
3. Paste the information into the email and send to desired participants.

You can invite many people to a conference at once by Ctrl-clicking multiple contacts or clicking a Contact List Group header. For more information, see the “Starting a Conference Call to everyone in a Contacts Group” below.

Starting a Conference Call to everyone in a Contacts Group

You may initiate a conference with an entire group of people at once, using your contact list Groups.

To Conference-Call a group:

1. Right-click a Group Header in the contact list.
2. Choose one of the conference options.
   A new conversation window opens with all of the contacts in the group. The participants are immediately called. You may choose to open a conference by IM, by video call, and you may share a program or desktop with the group.

Create a conference call in response to an email:

1. Navigate to the email in Outlook and click it. It could be an email you received or one that you sent.
2. In the “Respond” group under the “Home” tab, click the Meeting button.
   A meeting event is generated with clickable links to join the conference; it is directed to all persons addressed in the email.
Sharing

Conveniently share your desktop or a single program with your contacts and allow them to make changes.

Sharing the Desktop
Sharing is a feature in Skype. In any conversation window, participants can share their entire desktop or a single program; a user may even allow others to take control.

To initiate desktop sharing:
1. Click the Present icon in the conversation window.
2. Click Present Desktop. If you have multiple monitors, choose the monitor you want to share.

Your participants will view everything you do on your desktop. A Sharing menu will appear at the top of the screen indicating that you are in control of the sharing session. This Sharing menu will disappear into the background a few seconds after sharing begins. It will reappear if your mouse cursor approaches the top of your desktop. Alternatively, you may “pin” the menu so that it will not disappear by clicking on the Thumbtack icon in the Sharing menu bar.

To give control to another participant:
1. In the Sharing menu bar at the top of your desktop, click the Give Control drop-down arrow.
2. Then click the name of the participant with whom you’d like to give control of your desktop.

To take back control of the desktop sharing session:
1. In the top presentation bar, click the Give Control drop-down arrow.
2. Click Take Back Control.

To end desktop Sharing:
1. In the Sharing menu bar, click Stop Presenting.

Sharing a Program
Similar to sharing a desktop, you may share a single program with any other user in a conversation window.

To share a program:
1. Click the Present icon in the conversation window.
2. Click Present Program.
3. Choose the program you wish to share.

All other features in “Sharing a Program” are the same as those in “Sharing the Desktop.”
Taking Notes Using OneNote

Type notes while using Skype for Business by using OneNote.

What is OneNote?
OneNote is a tool that allows you to take notes and keep things organized. Essentially, OneNote is a virtual notebook that allows you to create tabs and sub-tabs to keep meeting notes or any other information. OneNote can be initiated from any conversation window or from the Windows Start Menu. OneNote is available for free download in all major app stores.

Opening OneNote from a conversation window
To open OneNote in a conversation window:
1. Click the Present icon in the conversation window.
2. Click Manage Notes.

Adding Skype to a Smartphone or Tablet

Skype is a free app on most smartphone or tablet devices.

Download the Skype app for free in all major app stores.

Once the Skype app is installed on your smartphone or tablet, follow these instructions to sign in with your IU Southeast credentials:
1. Under Sign-in address, add your entire email address, i.e. jsmith@ius.edu.
2. Under Username, type ads\username. Add your username after the ads\.
3. Under Password, type in your IU passphrase.
4. Press Sign in.

Some fields may be labeled differently depending on the operating system. If you have trouble signing in, call Help Desk at (812) 941-2447, or search the issue at kb.iu.edu.

Skype Web App

Work with Skype off campus by using the Skype Web App.

What is the Skype Web App?
If you are using a computer anywhere that has Internet access, you may use the Skype Web App. Skype Web App provides most of all Skype’s utility including viewing and presenting PowerPoint slides; meeting-wide IM; telephone-based audio; file distribution and application; and desktop and program sharing. To use the Skype Web App, you must be invited to a meeting or possess a meeting’s unique URL.

Note: To engage in desktop or program sharing, you must be a presenter in the meeting.

Joining a meeting using the Skype Web App
To join the meeting, do the following:
1. Open the meeting request in your Outlook calendar and click Join Skype Meeting.
2. Enter your name and click Join the Meeting.
Joining an IU Ad Hoc Video Bridge Conference

What is an Ad Hoc Video Conference?
An Ad Hoc Video Conference at IU is a video conference connection you establish on-the-fly with a central multimedia server. You identify your conference code using four numerical digits of your choosing, and distribute that information to participants. Users from anywhere can use your four-digit code to join the conference. For more information, see the IU Knowledge Base article “At IU, how do I create or join a video conference?” at http://kb.iu.edu/data/ause.html.

Initiating an Ad Hoc Video Bridge Conference
To initiate your own video conference:

1. Create a four number sequence. This will be the identifying code for the ad hoc conference.
2. In the search field in the Skype window, type: 22 [+four digit code created in step 1]@vc.iu.edu.
3. The address appears in a highlighted area below the search field. Click the generic profile photo image and click the Video icon.

You do not need video equipment to initiate a video conference; you will be able to see all who join with video equipment but your colleagues will only see a black screen for you.

Joining an Ad Hoc Video Bridge Conference
How participants are joining will determine the protocol they use. Users can join your conference in three ways: using point-to-point video conference equipment (such as that found in conference rooms); using UniCom with an optional web cam; and by calling in via telephone. All methods may be used simultaneously in a conference.

To join the Ad Hoc video conference with Tandberg equipment:

1. On the remote unit, press the Call button.
2. Dial 22 [+four digit code] or find the listed conference room in the directory. The video conference then connects.

To join the Ad Hoc video conference via UniCom:

1. In the Search Field at the top of the Skype main window, type: 22 [+four digit code]@vc.iu.edu.

   The address appears in a highlighted area below the Search Field.

2. Click the generic profile photo image and click the Video icon.

To join the Ad Hoc video conference by phone:

1. From any phone, dial 812-856-7060.

2. When the conference service prompts you to enter the code, press 22 [+four digit code]# (the pound symbol is required). You will then connect by phone to the conference.
Status (Presence) Settings

Let people know when you’re available using the Presence settings.

Why Presence settings are important

When using UniCom, you always have a presence setting called Presence Status. Presence Status describes your activity, location, ability to communicate, and contact information. You can manually set your Presence Status in Skype.

Presence Status information helps you, your contacts, and IU colleagues to decide the best way to communicate with each other at the current time. When you initiate any communication with someone using Skype at IU (via voice, IM, or video desktop sharing), you can see whether he or she is available to talk.

In addition, you can set access levels that allow only certain people to interrupt you when you are in “Do not disturb” mode. See the Privacy section to learn more about these settings.

How to set Status/Presence settings

Presence Status is indicated by a colored circle next to your profile photo and is seen in other people’s contact lists.

If you have a UniCom account, the Presence Status will ordinarily be the same as your Outlook Calendar Free/Busy status. You can manually override your presence status until it next changes in your Outlook Calendar.

To set your presence status manually in Skype:

1. Click the Presence Status drop-down menu next to your profile photo.
2. Choose the presence status.

For more help on presence statuses, watch Instant Messaging with Skype for Business.

Contacts

Adding and organizing your contacts is easy.

Your Skype window can store a large set of contacts to enable you to contact them conveniently. You can add any UniCom subscriber. In addition, every time you are involved in a call or IM session, the contact is stored in the conversations environment. There are several ways you may create contacts, described below.

Adding contacts

If you are adding an IU entity or a contact in your personal Outlook contact list, you can type the name in the Skype Search Field.

To add a contact to a Contact List:

1. Click in the Search Field and search for an IU contact.
2. You may type either a person’s IU email username or their full name.
3. A list of names that fit the search will appear below.
4. Click the profile photo of your desired contact, and click the More Options icon.
5. Click Add to Contacts List.
6. Choose an appropriate group from your contact list.
You can also add a contact from your recent conversations. The Skype Conversations tool records your contacts, and you may add those contacts to your contact list.

**To add a contact from a recent conversation:**
1. Click the Skype Conversations tab.
2. From this list of conversations, click the profile photo of the contact you wish to add.
3. Click the More Options icon.
4. Click Add to Contacts List.
5. Choose an appropriate group from your contact list.

**Adding an Out-of-network Contact**
1. Open Outlook and choose People in the bottom most menu.
2. Click New Contact in the top menu under the Home tab.
3. Enter the information for the contact.
4. Click Save & Close.

**Creating a New Contact Group**
You may want to create your own groups, for example, by department or work team.

**To create a new custom group, in the Group view in your contact list:**
1. Right-click any Group header.
2. Choose Create New Group.
3. Type the name for the new group and click Enter.

**Moving a Contact to another Group**
**To move a contact to another group:**
- By clicking and dragging:
  a. Click and drag the contact into another Group.
- By right-clicking:
  a. Right-click the contact.
  b. Choose Add to Contact List, and choose the Group.

**Status Change Alerts**
If you would like to be notified of a contact’s changes in availability, you may tag that contact for Presence Status change alerts. When the contact changes Presence Status, an alert window will open in the lower right corner of your monitor and show the contact’s name and current state:

**To tag a contact for status change alert:**
1. Right-click any contact.
2. From the pop-out menu, click Tag for Status Change Alerts.

**To “Untag” a contact:**
1. Right-click any contact currently tagged for status change notification.
2. Uncheck the Tag for Status Change Alerts option.

**Pinning a Contact to the Favorites Group**
The Favorites group automatically populates with contacts with which you have had multiple conversations. You may also pin any contact you choose permanently to the Favorites group.

**To pin a contact to your Favorites Group:**
1. Click the contact’s profile photo and choose the More Options icon.
2. From the pop-out menu, choose Add to Favorites.
Privacy

Privacy relationships are categorizations for your contacts that allow you to control what information is seen by the individuals, and when they are able to contact you.

What are Privacy Relationships and why are they important?

Skype assigns a Privacy Relationship to every contact. There are five Privacy Relationships shown to the right.

By default, new IU contacts are all at the Colleagues-level Privacy Relationship. Contacts obtained from your Outlook Contact List not associated with IU are assigned to the External Contacts group. However, you can change the Access Level for each contact. This means you can control how much of your information people can see, and how they are able to contact you, depending on your Presence Status. For example, you can share a cell phone number with your closest coworkers but not make the number available to the entire IU community.

You can also control interruptions by setting your presence status to Do Not Disturb. This blocks all incoming calls and instant messages, except for those from people that you have granted the Workgroup or the Friends and Family access levels.

For more information about Privacy Relationships and their interactions with Presence States, refer to the Help menu within the Skype Options environment and search using the phrase, “Control access to your presence information.”

How to set privacy relationships for each contact

You can set a Privacy Relationship for any contact.

To set a Privacy Relationship for an individual contact:

1. Right-click the contact.
2. Choose Change Privacy Relationship.
3. Select one of the Privacy Relationships.

Uploading a profile photo

People can’t always remember your name. Help them out by using a profile photo.

To upload a photo, you will need a SharePoint account. If you don’t have one, follow these steps:

1. First, make sure you have a photo of you saved on your computer.
3. Click Request a site (horn icon)
4. Click My Sites
5. Click I Agree if you agree with the statement above. You now have a SharePoint site.
6. Click your name in the upper right-hand corner.
7. Click My Profile in the drop-down menu.
8. Click Edit My Profile underneath the photo box area.
9. Find the section that is labeled “Picture” and click Choose Picture.
10. A new window will pop up. Click Browse and search the files on your computer to find your photo.
11. Click Okay.
12. Click Save and Close at the top left.
13. You’re finished! It will take approximately 24 hours for your photo to appear on your Skype for Business profile.

For more information on SharePoint, visit the IU Knowledge Base at kb.iu.edu, and search for “SharePoint.”
Getting Help

If you can't find the help you need from this guide, call Help Desk at (812) 941-2447, or visit these websites for additional help:

- Skype Essentials Guide
- Skype Help and Support
- Knowledge Base help for online meetings