Skype for Business Handbook

Need help joining a Skype for Business meeting?

Here are a few tips to help you get connected to a Skype for Business meeting while in or away from the office or on a mobile phone or out of the U.S. There are instructions and tips for partners and vendors too.

Southern Company employees

Join meeting while in the office	Join meeting while away from the office	Join meeting from mobile phone
Host quick start guide	Southern Company computer - laptop or remote desktop	Skype for Business mobile app
Attendee quick start guide	Home/personal computer	Mobile phone audio only

General Tips	Video Conference Room	International
Audio tips	Schedule Conference Room	
Participant tips	Instructions	Tips
Host/Organizer tips		

Chat using Office online if Skype for Business client is not installed
Initiate chat from Office online

Partners/Vendors

Join meeting via computer	Join meeting from mobile phone	General Tips
Southern Company computer	Skype for Business mobile app	Audio tips
	Mobile phone audio only	Participant tips

From smartphone, join Skype for Business web and audio

NOTE: Connect your smartphone to wi-fi before joining the meeting to minimize data usage on your cellular plan if you are viewing content shared during the meeting.

Before proceeding, download Skype for Business mobile app on your device if you have not already done so.

1. From your **Outlook mobile app** on the smartphone, go to the Calendar view and open the meeting invitation. Click the "Join" link in the Skype meeting section or "Join Skype Meeting" link from the meeting details. Click "Open" if prompted.

2. When the Skype for Business mobile app opens,

   Southern Company employees select "Sign in" and enter your email address and password if prompted.

   Non-Southern Company employees - You will be prompted to enter your name to join the meeting as a guest and placed in the lobby. The host will need to admit you to the meeting.

3. When prompted for audio, select "Use Skype for Business (full audio and video experience). You will then be joined to the meeting. You will see content being shared by other participants on your smartphone as well as the mute and hang up call buttons. You can rotate your phone to landscape view to see the shared content full screen.
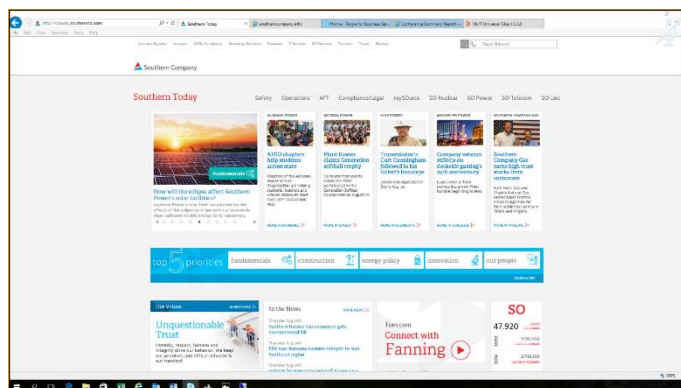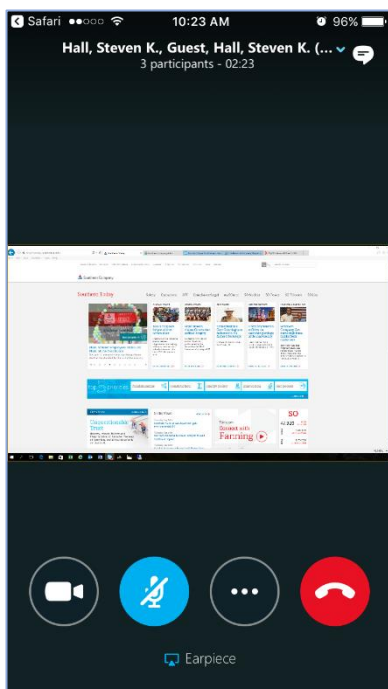
From smartphone, join audio only

1. To join audio only for a conference meeting, open the Skype for Business meeting invitation from the Calendar view of your **Outlook mobile app**. Tap on one of the external conference bridge phone numbers provided in the invite to initiate the call.

2. When the automated voice response system answers, you will be prompted to enter the conference ID needed for you to join the call.

3. If you are the host (meeting organizer), you will be prompted to press "*" and then enter your host PIN when entering the conference.

Join Skype for Business meeting from a non-Southern Company computer/laptop

1. Southern Company employees, Install Skype for Business on your non-company owned computer or laptop if you do not have it installed and would like to join from the desktop app.

2. From a browser, go to Office 365 portal, www.office.com, and open Outlook. View your calendar and open the meeting invitation. Click the "Join Skype Meeting" link.

3. A browser window will open with the prompt, "How would you like to join your meeting?"

4. If you do not have Skype for Business desktop client installed, click the option "Install and join with Skype Meetings App (web)". For further instructions on the web option, proceed to Join Skype for Business meeting from web browser.

5. If you have the Skype for Business desktop client installed, click the option "Join with Skype for Business (desktop)". The desktop client will open and prompt you to sign in.

   Southern Company employees should enter your email address and password when prompted.

   Non-Southern Company employees will be prompted to enter your name to join the meeting as a guest and placed in the lobby. The host will need to admit you to the meeting.

6. When joining audio for a Skype for Business meeting, the preferred option is **"Use Skype for Business (full audio and video experience)"**. This option will require the use of a headset connected to your pc or a laptop with mic and speakers.

7. If you experience issues with audio or do not have a headset, leave the meeting and rejoin Skype for Business from your mobile device using "full audio and video experience". Then you can join from the company laptop for content sharing.
   Or you can rejoin the meeting using the "**Call me at:**" option and have the meeting place a call to the phone number you provided. If you choose to call in separately, select the "**Do not Join Audio**" option in the client.

Join Skype for Business meeting when out of the office from a Southern Company laptop

1. Open the **Outlook** meeting invite and click the "Join Skype Meeting" link.

2. The Skype for Business application will open if not already. If prompted for credentials, sign in with your Southern Company email address and password.

3. When joining audio for a Skype for Business meeting, the preferred option is "**Use Skype for Business (full audio and video experience)**". This option will require the use of a headset connected to your pc or device mic and speakers.

4. If you experience issues with audio or do not have a headset, leave the meeting and rejoin Skype for Business from your mobile device using "full audio and video experience". Then you can join from the company laptop for content sharing.
Or you can rejoin the meeting using the "**Call me at:"** option and have the meeting place a call to the phone number you provided. If you choose to call in separately, select the "**Do not Join Audio**" option in the client.

Join Skype for Business meeting when out of the office while remoted into a Southern Company desktop (remote desktop)

1. Connect audio and video (optional only if required) via your mobile device and use the desktop (local or remote) for content sharing as you did when joining meeting from your mobile device

2. For detailed instructions, reference joining meeting from a mobile device for audio and video.

3. Then join from the desktop app on the remote or local device for screen sharing and will not be prompted for audio since you have already connected audio via the mobile device.

## Join Skype for Business meeting via the web

Note: If you're not seeing the prompts as they're described here, you may need to clear your browser cache.

The first time you join a Skype for Business conference with a web browser, you may be prompted to install the Skype for Business web app. Click the appropriate buttons to allow the plug-in to be installed.

1. You may see one or more of the following prompts to install the Skype for Business web app:

   a. Check the 'Install and join with Skype Meetings App (web)' option.
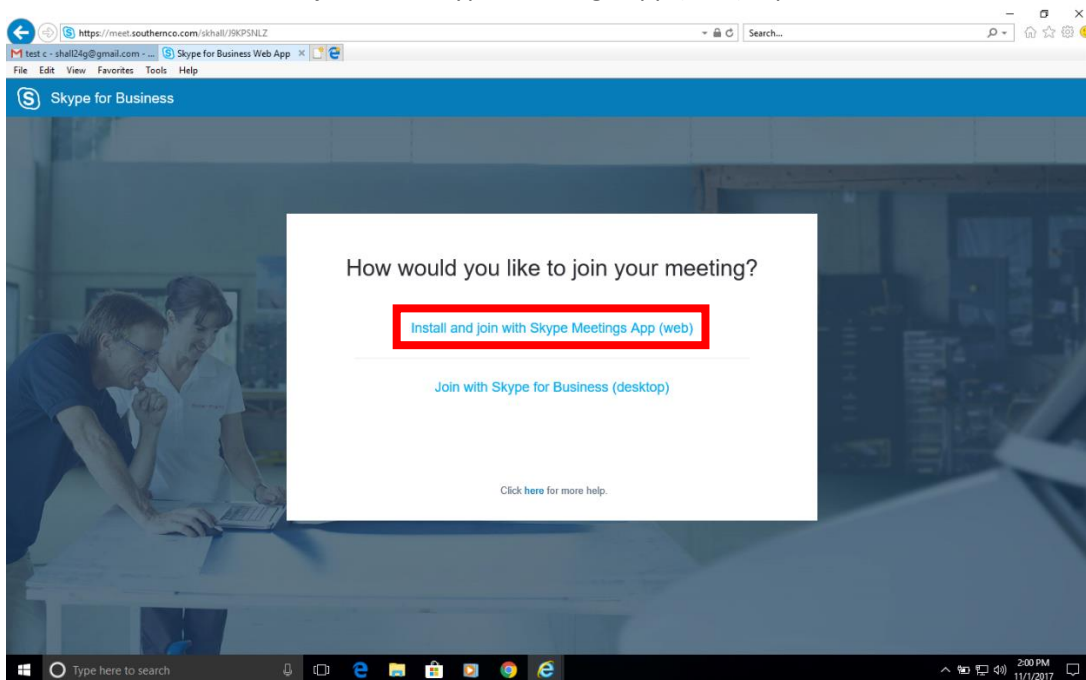
    b. Click 'Run'.

    c. Check the 'Always allow the plug-in for this domain' and click the Allow button if you're prompted for the Skype for Business Web App Plug-in.

2. When the app install completes, click 'Join the meeting' link to open the Skype Meetings App.

3. In the Skype Meetings App, enter your name in the Guest name box and then click 'Join' button.
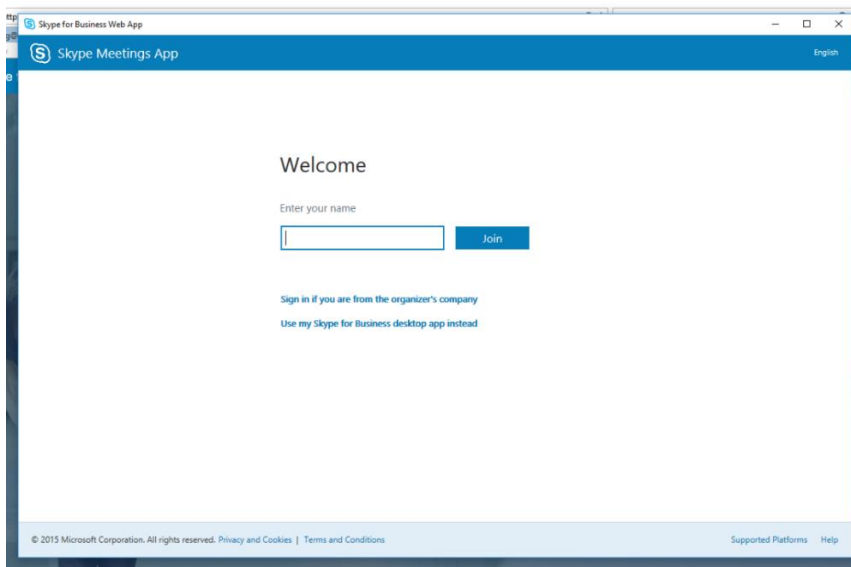
4. The Skype Meetings Web App does not prompt with audio options and joins with Skype audio using your pc attached headset or pc microphone and speakers. This is the preferred method for joining audio.

   If you experience issues with audio, you can switch to phone audio by calling in to the meeting.

   a. Join the meeting. Click the 'Switch audio to my phone' link in the yellow bar at the bottom of the meeting space.
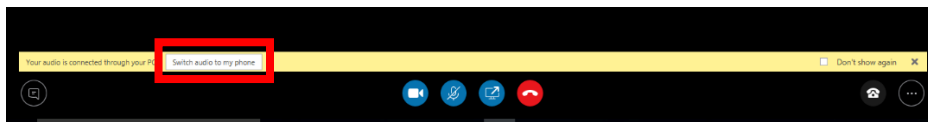
   b. Select the 'I will dial in' option and click 'Connect'. You will be provided the meeting information to use to dial in and connect using your phone.
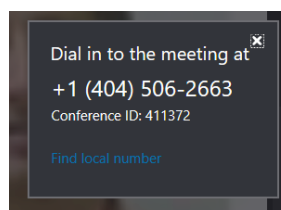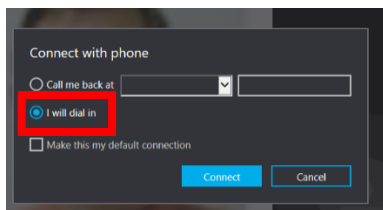
Audio tips

- When you are not speaking, be courteous and mute your audio to minimize background noise.

- You should be careful not to join audio via two options. Muting the extra audio will not eliminate the feedback or poor audio quality. For example:
    - If you choose to dial in to the meeting and then separately join the meeting via the Skype client, you should select **Do Not Join Audio** since you have already connected to the meeting audio.
    - The same applies if you join a meeting from your laptop while sitting in a conference room with the hosted session.

- If you are dialing into the meeting and you have difficulty with the local conference number, try the alternate phone numbers listed in the invite.

Participant Tips:

- By default, all meeting participants are presenters and can perform most of the host functions.

- Participants can send in questions to the meeting via the chat pane unless the host/organizer has restricted that ability for the meeting.

- With desktop sharing, you can control your meeting space view to see the actual size of the shared content, participant information, speakers and chat. The options may vary depending upon how you joined the meeting and connected to audio. You can
    - Show or hide participant pane
    - Show or hide chat pane
    - Adjust the meeting space to actual size, sharing content may be too large for your window and may require scrolling
    - Adjust the speaker/participant views – Gallery view, speaker view, content view

- To record a meeting, you must have joined the Skype meeting using the full audio option with a Skype certified headset and be designated as a presenter.

Host Tips:
- Today, the maximum number of participants to attend a meeting is 500.

- All meetings are not the same and have different requirements. You can change the meeting options and participate actions when you create the meeting via the New Meeting Space option or after you join the meeting through the meeting options and participant actions.

- It is recommended you change your default meeting space to the New Meeting space particularly if you frequently host back to back meetings, discuss sensitive content or desire to change meeting and participant default actions. The new meeting space creates a unique conference id and meeting url specific for the meeting event
    - In the Meeting Options of your invite ribbon, select New Meeting Space, modify the settings as desired and then click Remember Settings

- With the New Meeting space you can change the following settings to meet your meeting requirements
    - Disable announcement tones - to minimize disturbance with late attendees, especially when conducting a large meeting.
    - Disable IM
    - Wait in lobby – have participants wait in lobby until the organizer/host joins to delay the conversation until the organizer joins
    - Change whether participants are presenters or attendees to limit the participant actions
    - Mute all attendees – to minimize background noise and interruptions

- When scheduling a meeting, it is recommended that you do not remove any of the auto-generated meeting content. You can add your meeting specific content above the auto-generated content.

Don't cut and paste meeting invite information for another meeting. This disables the join links, the 'One click to join' feature, and removes the compatibility of conferencing systems in conference rooms.

- After you have joined the meeting, you can change the meeting options and participant actions.
  Meeting options - Click the ellipsis (…, More Options) in the bottom right corner of your Skype meeting space window:
    - Disable the announcement tones to minimize disturbance with late attendees
    - To limit the actions of the participants, you can change them from presenter to attendee role
    - You can mute and unmute all participants,
    - Make participants wait in the lobby
  Participant actions - Click on the **Participants** button at the top left of the Skype meeting space window to open the participant list pane.
    - Mute and unmute audience
    - No IM
    - Make everyone an attendee

You can also mute and unmute individuals or remove them from the meeting by right clicking on their name in the participant list.

- For more details regarding how to configure these settings, reference KBA00011015 Large meeting guidelines.

Join Skype for Business Meeting from outside the U.S.

Use Skype for Business audio (VoIP):
The best method for participants outside the U.S. to join a Skype for Business conference and avoid international calling charges is to use Skype audio (VoIP).

VoIP on a pc:
If you are joining from a pc, you will be prompted for how you want to join audio. If you have a headset attached via USB to the pc, you can choose the Skype for Business audio which will use VoIP.

VoIP on a smartphone.:
If you are joining from a smartphone, you can join the meeting using the Skype for Business app which will connect the audio using VoIP. Install the Skype for Business app from the appropriate app store and tap the Join Skype meeting link from your email invitation or calendar. Open the meeting using the Skype for Business app and you will be joined to audio using VoIP in the app. Be sure to join your mobile device to a wi-fi connection to avoid cellular data usage which may incur additional charges from your carrier.

Wi-fi Calling for U.S. Based Smartphones used outside the U.S.
You can make a voice call over wi-fi to an external Skype for Business conference number and avoid international calling charges if your carrier and device support built-in wi-fi calling. All four major US carriers (T-Mobile, Sprint, AT&T and Verizon) provide built-in wi-fi calling. Your voice call will use VoIP over your wi-fi connection. *NOTE: These instructions apply only to U.S. based smartphones used outside the U.S. Smartphones based outside the U.S. may still incur international dialing charges using wi-fi calling.*

It is recommended you verify the following before attending a Skype for Business conference call.
- Verify the country does not block wi-fi calling.
- Verify your carrier and smartphone model support built-in wi-fi.
- Check your cellular plan to confirm wi-fi calling from outside the U.S. to domestic numbers does not incur additional charges.

Once you have verified the international country, your smartphone model and cellular plan support wi-fi calling with no additional charges, conduct these initial steps before "Joining the Meeting".
1. In your phone settings, enable wi-fi.
2. Connect your mobile device to the wi-fi connection.
3. Then join the Skype for Business meeting via one of these options. Remember in each of the scenarios below when you select "Call Me At" to choose the appropriate country code and enter your phone number.
    a. Join meeting from a Southern Company laptop
    b. Join the meeting from a personal computer/laptop
    c. Join web and audio from your smartphone
    d. Join audio only on your smartphone. Remember to tap one of the external conference bridge numbers to join the audio.

Initiate Chat from Office online

You can initiate chat with another individual from Microsoft Office online if you do not have the Skype client installed. From a browser, go to www.Office.com and sign in with your Southern Company credentials. Open the Outlook app and click the Skype for Business icon at the top right. Search for a contact and initiate your chat session.