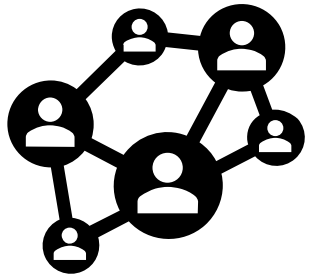
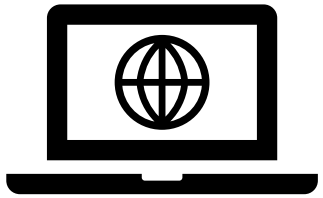
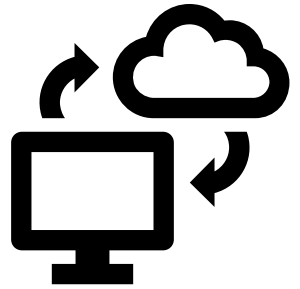


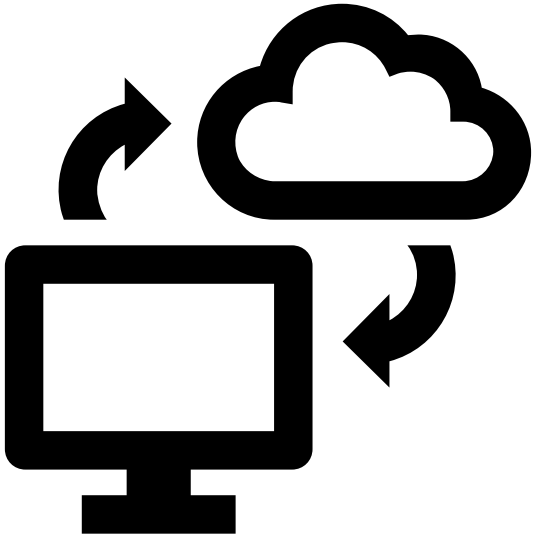




Using Skype for Business

For Oregon WIC Local Agency Staff

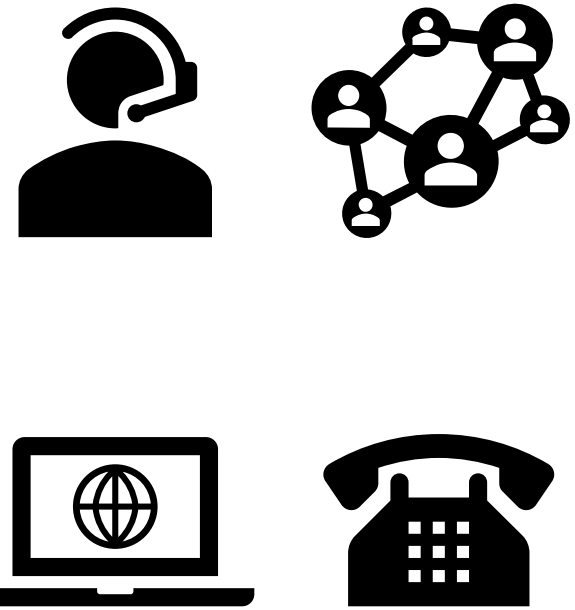
What is Skype for Business?



- Skype for Business is an internet-based conference call system that allows participants to view speaker presentations and chat with others during the call.
- Skype requires no special software.
- You access Skype for specific conference calls from your computer by clicking on a link provided by the person setting up the call.
- WIC does not use the video or camera option for Skype.

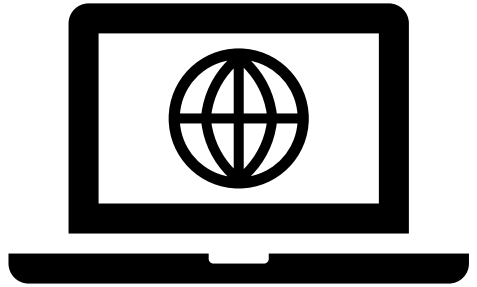
What you can do on Skype for Business

- Join conference calls – most state WIC program conference calls use Skype for Business.
- Skype for Business allows you to see the presenter's computer screen on your computer.
- You can listen on your computer headset or call in separately on your phone.



What do I need to use Skype?

- A computer with internet access or a SMART phone with the Skype for Business app
- A computer headset or a phone
  - A headset is preferred for the best experience



Recommended Headset

- The state WIC office provided 2 Logitech headsets to every local agency.
- If you use another type of headset it must include both a microphone and earphone.
- A USB connection to your computer is best.
- Get to know your headset mute button and how to mute and unmute yourself

Test your mic and speakers.

Normal earphones or earbuds don’t work as well.

It is difficult to listen with your computer speakers and you can’t talk without a mic.

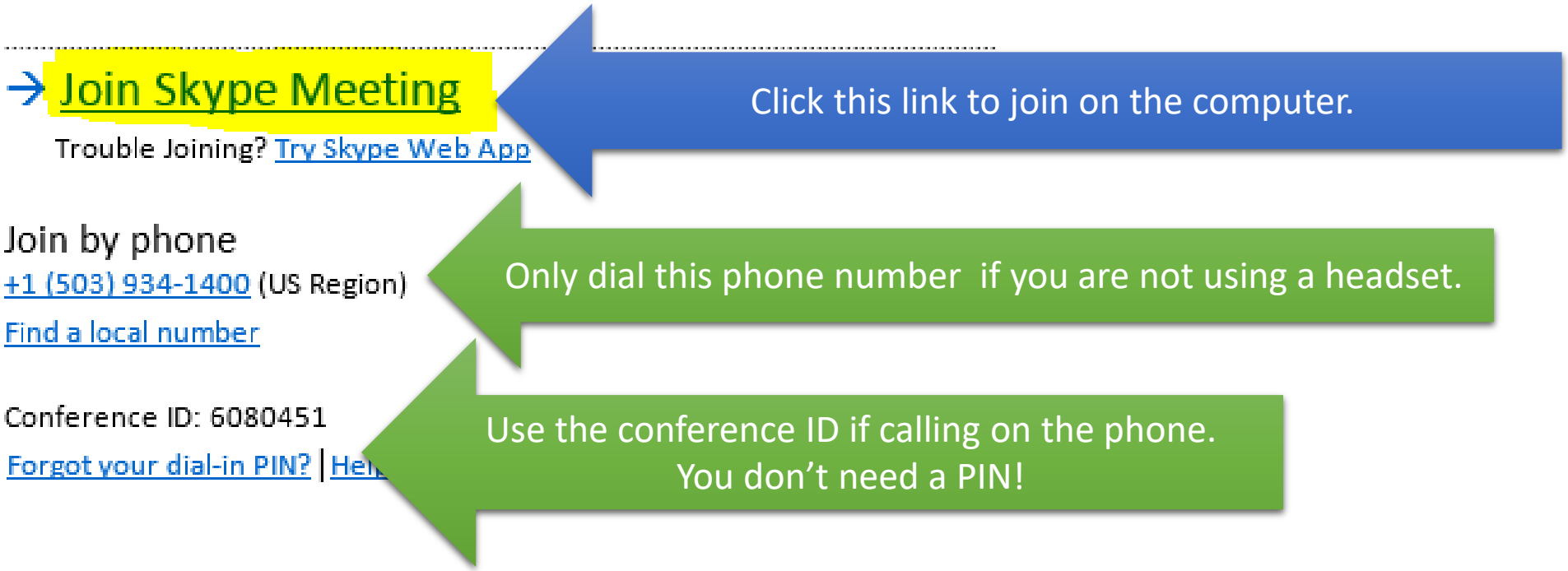
Headset not required: You can call in using your phone

- You can see the visuals on your computer and listen on your phone. We have found lower sound quality and more frequent dropped calls with this option.
- If you don’t want to see the visuals (or don’t have access to a computer) you can call in.
- If multiple people are watching a computer together, you may find the best option is to use your phone to call in.
- Please remember to mute yourself when listening in, and do not put the call on hold.

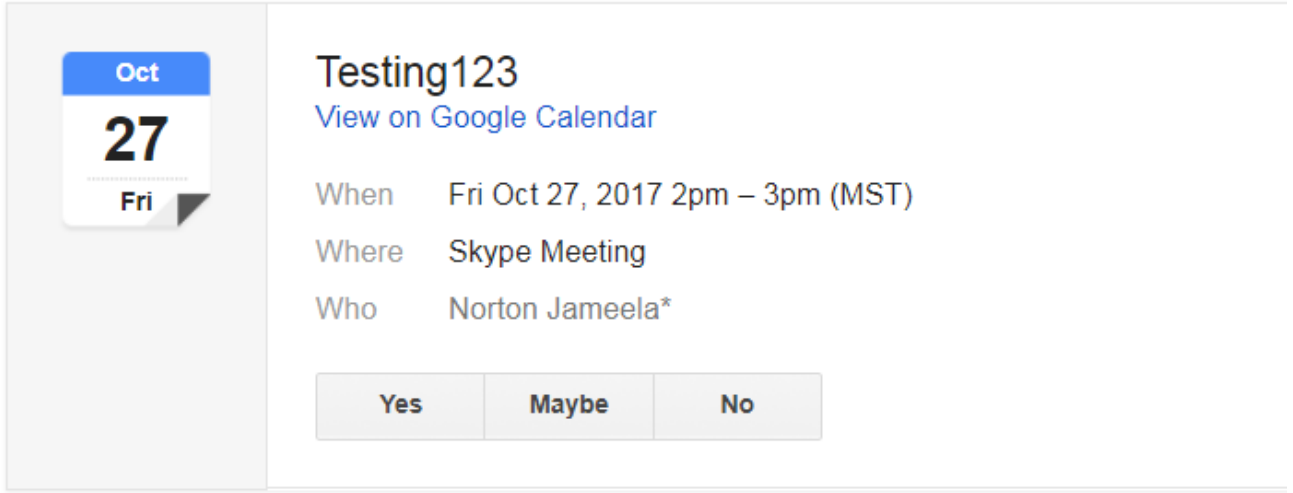
To participate in a Skype call

- The meeting organizer will send you an Outlook appointment, an email or a meeting agenda that will contain a link and a phone number with an access code.
- You do not need to do anything ahead of time to participate. Just use the link and/or the phone number and access code at the start of the meeting.

A Skype appointment looks like this

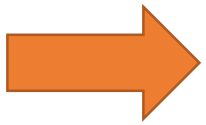


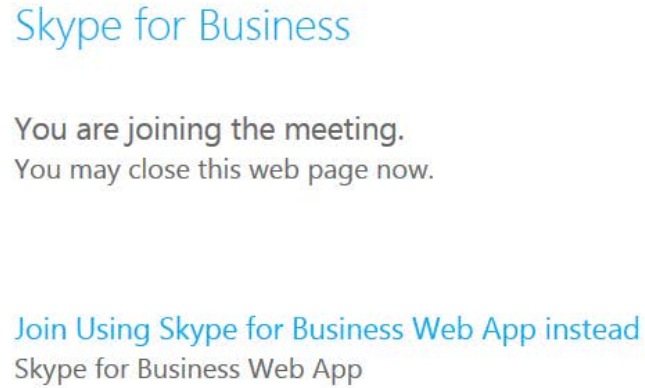
Skype works on Microsoft or Google based email platforms



This is what you'll see when you click the link

If you have problems or if your agency has highly restricted internet settings, try "Join Using Skype for Business Web App instead" using Microsoft Edge or Explorer

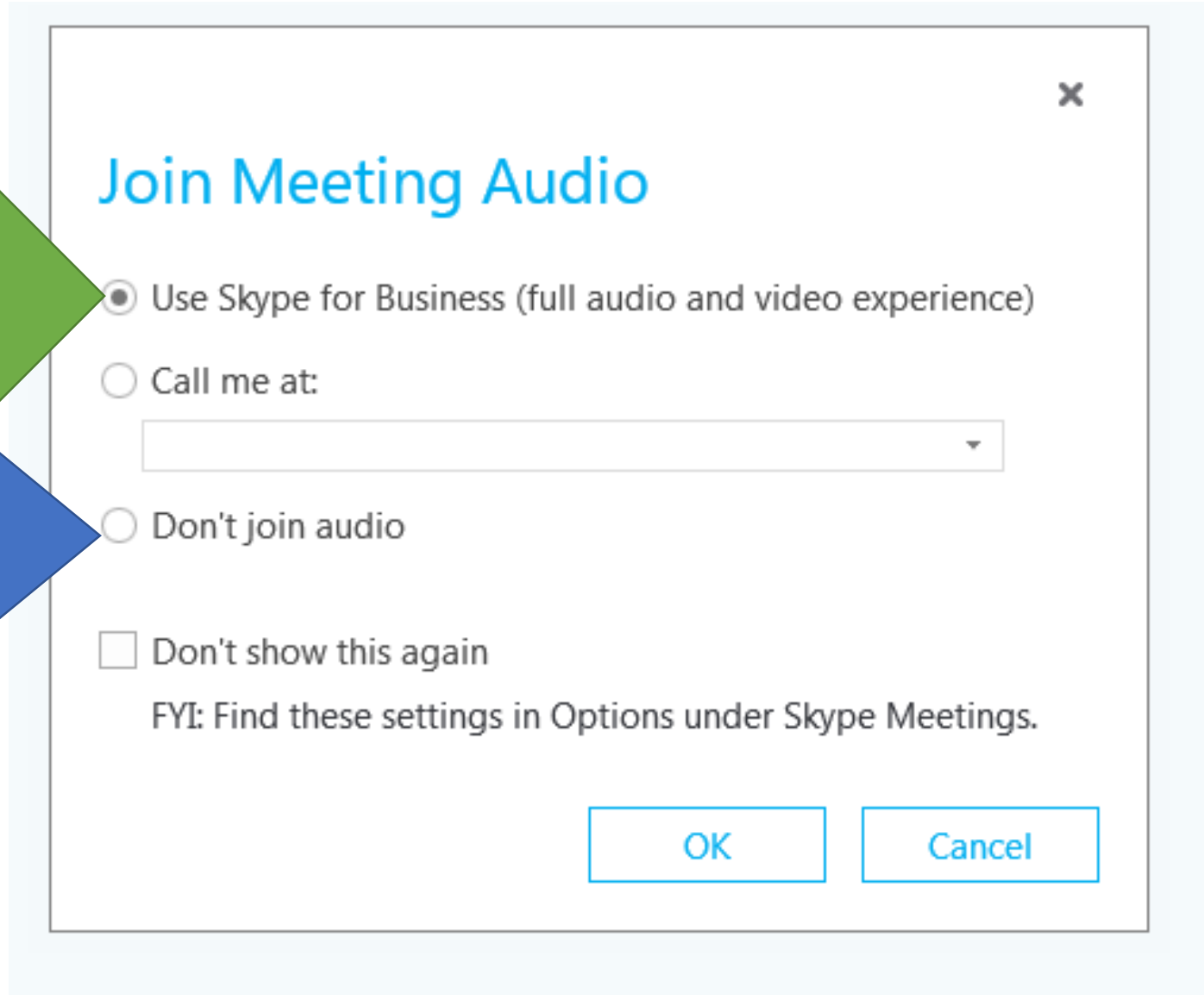




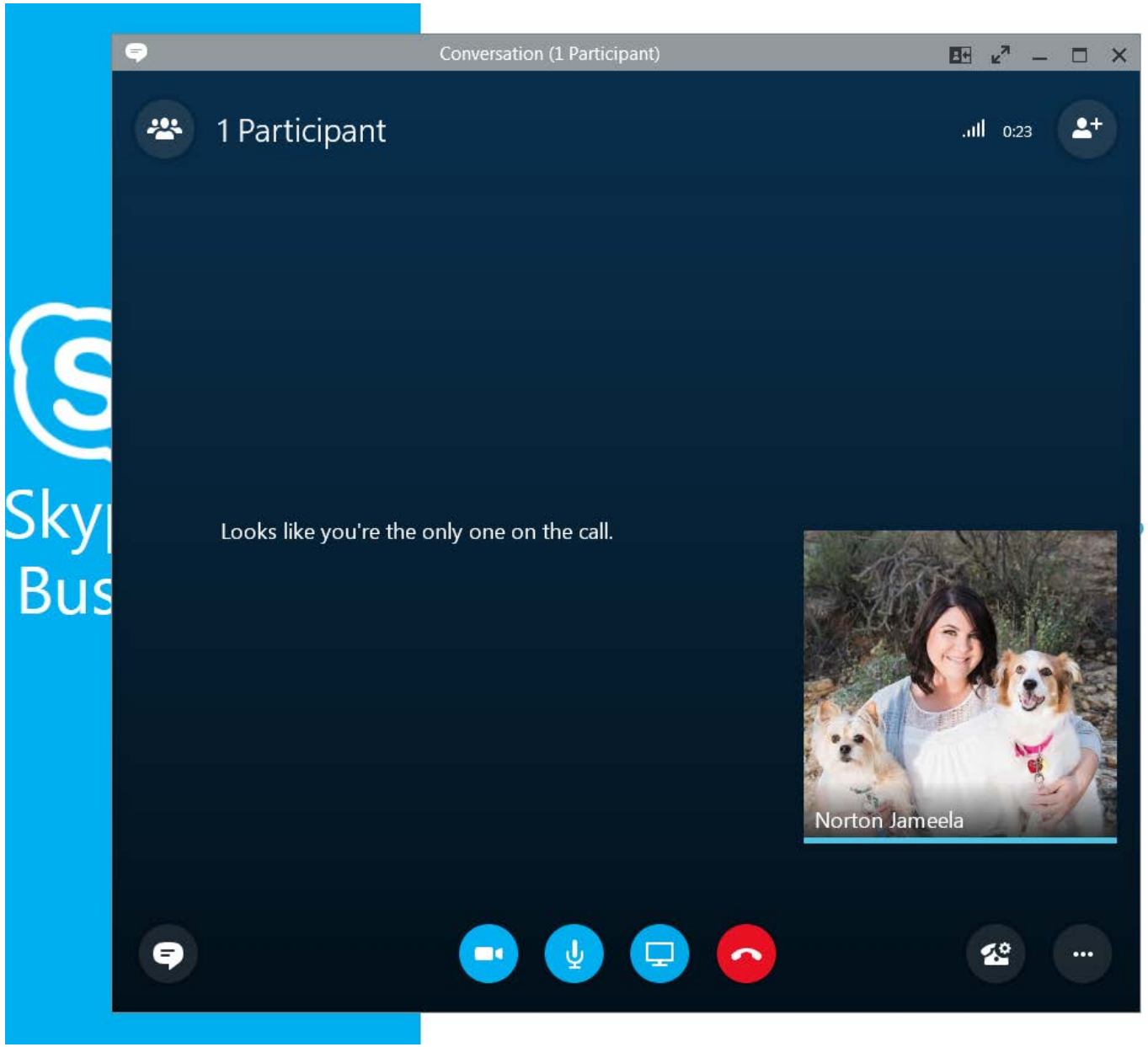
How to join the meeting audio

Use the full audio and video if you are using a computer headset.

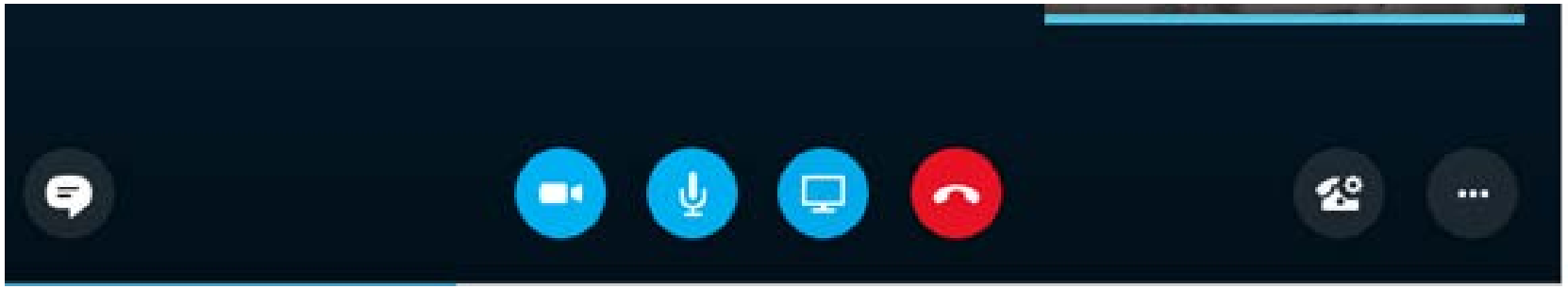
Use “Don’t join audio” if you are calling in by phone. You will get feedback if you have both computer speakers/microphone and the phone on at the same time.



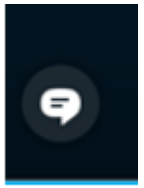
This is what it looks like when you join the call



What does each Skype icon do?

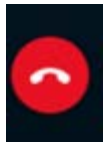


The video camera icon is for video calls. **We don't use video calls. You don't need a camera.**



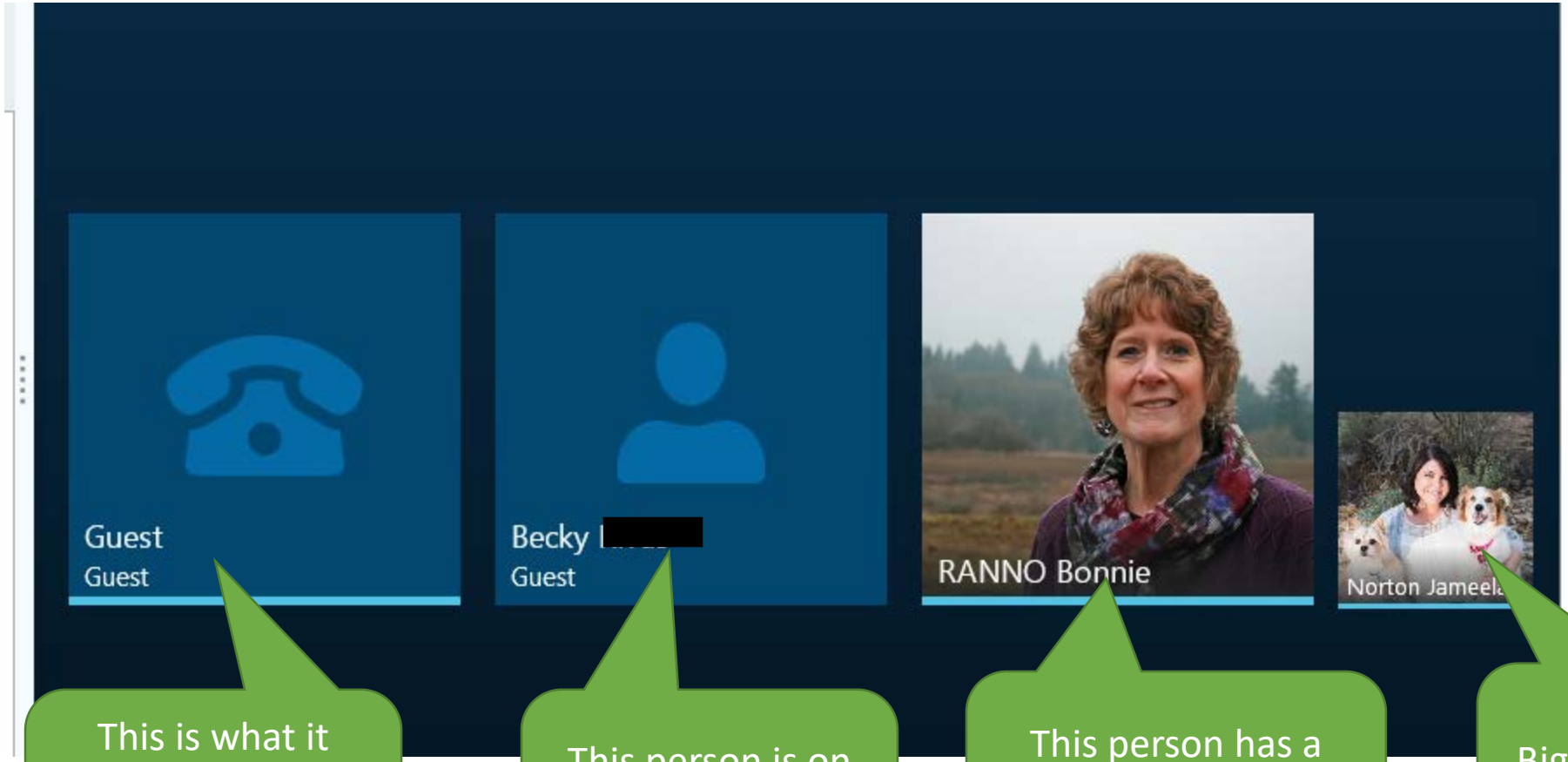
Click this ICON to use the instant message feature.

Click this ICON to mute or unmute yourself. If you are not using the Logitech headset, you may need to mute and unmute in two places- this button and on your headset.



Click this ICON to leave the call.

You can see the first several people on the call



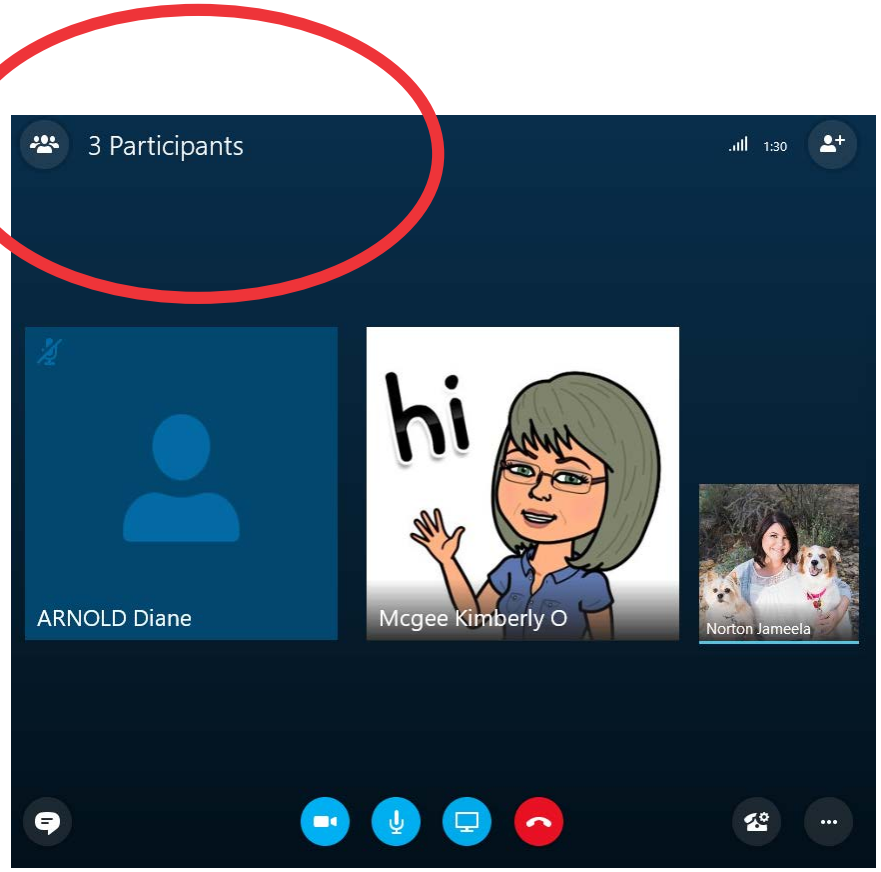
This is what it looks like if the person is on the phone.

This person is on the computer but isn't talking.

This person has a picture in their Outlook profile.

Big pictures show who is talking.

Click the Participants button to see a list of who is on the call

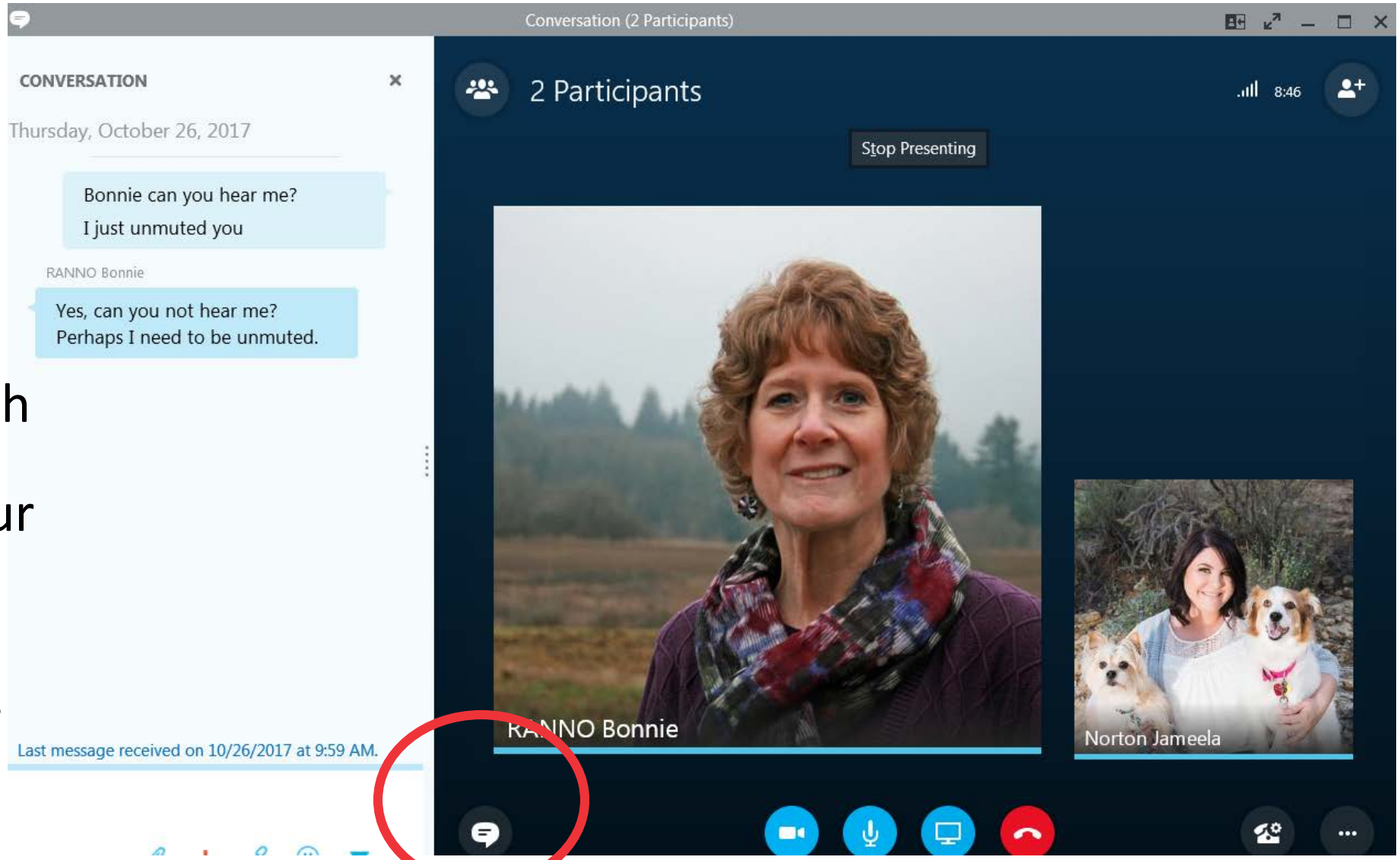


You can see who is available via chat, who has a working microphone, who is talking, who is sharing a screen, or who is on the phone.

Use the instant message feature

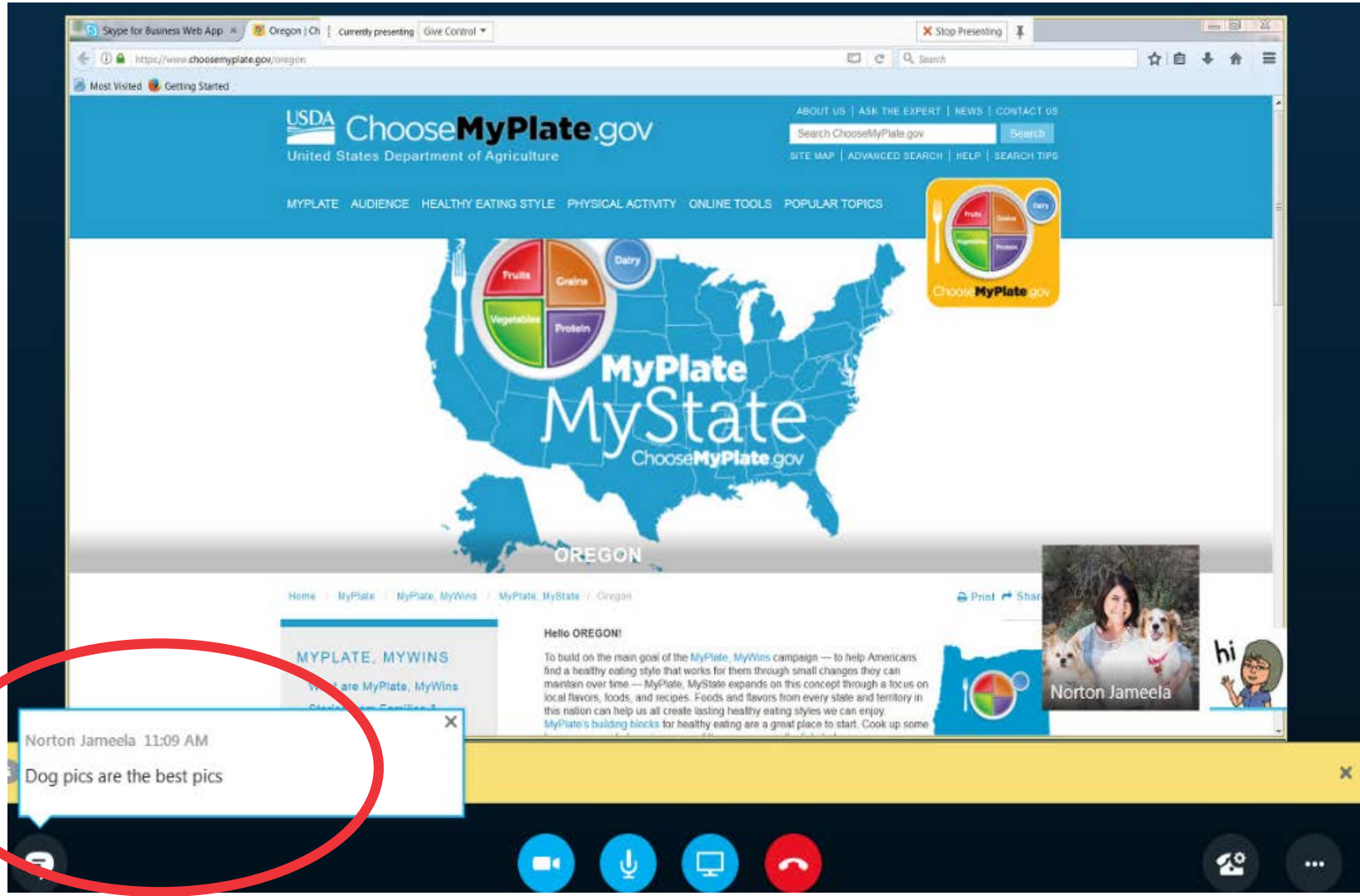
You can ask questions or communicate with the presenter without using your microphone.

The call host will monitor the chat.



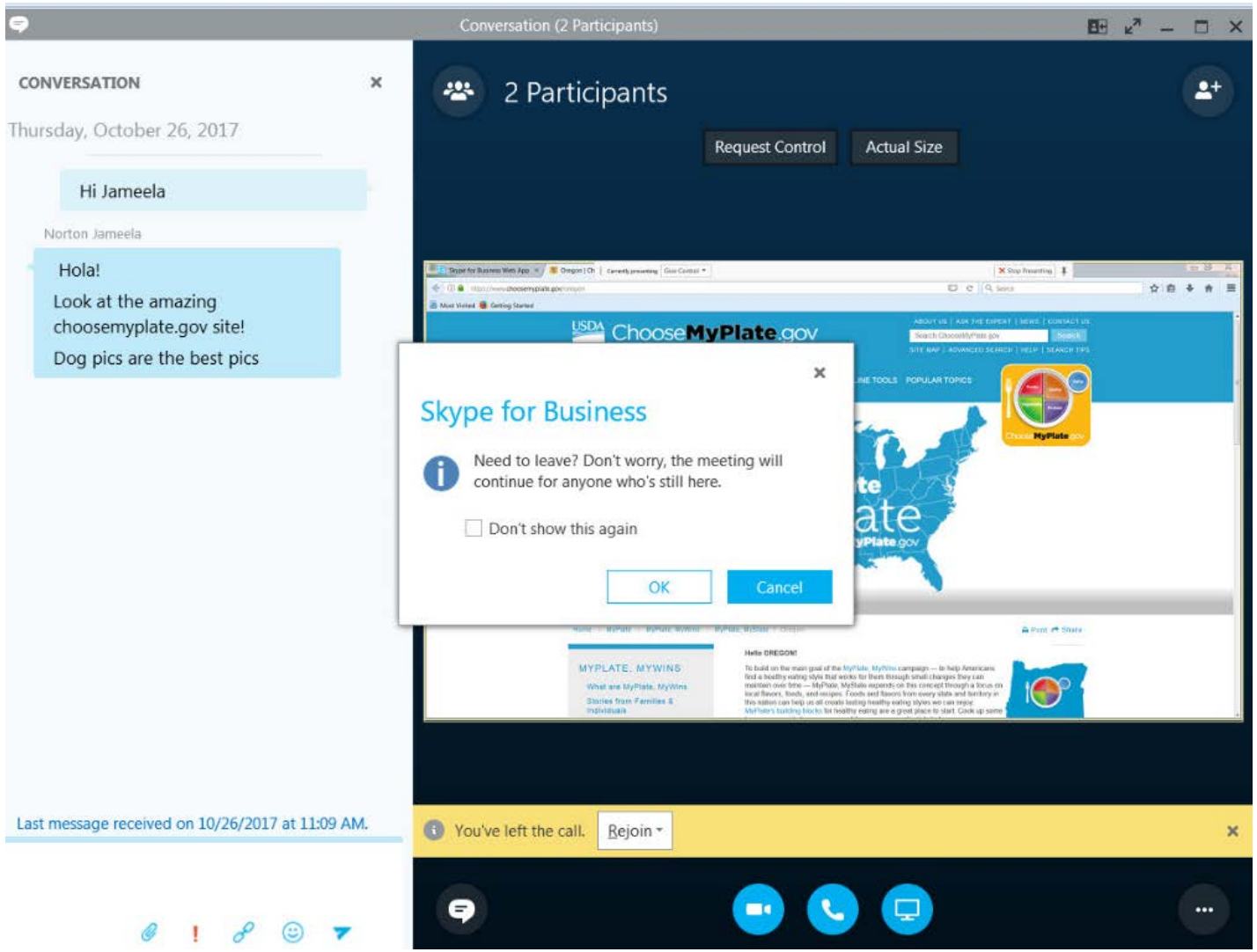
When the presenter is sharing their screen

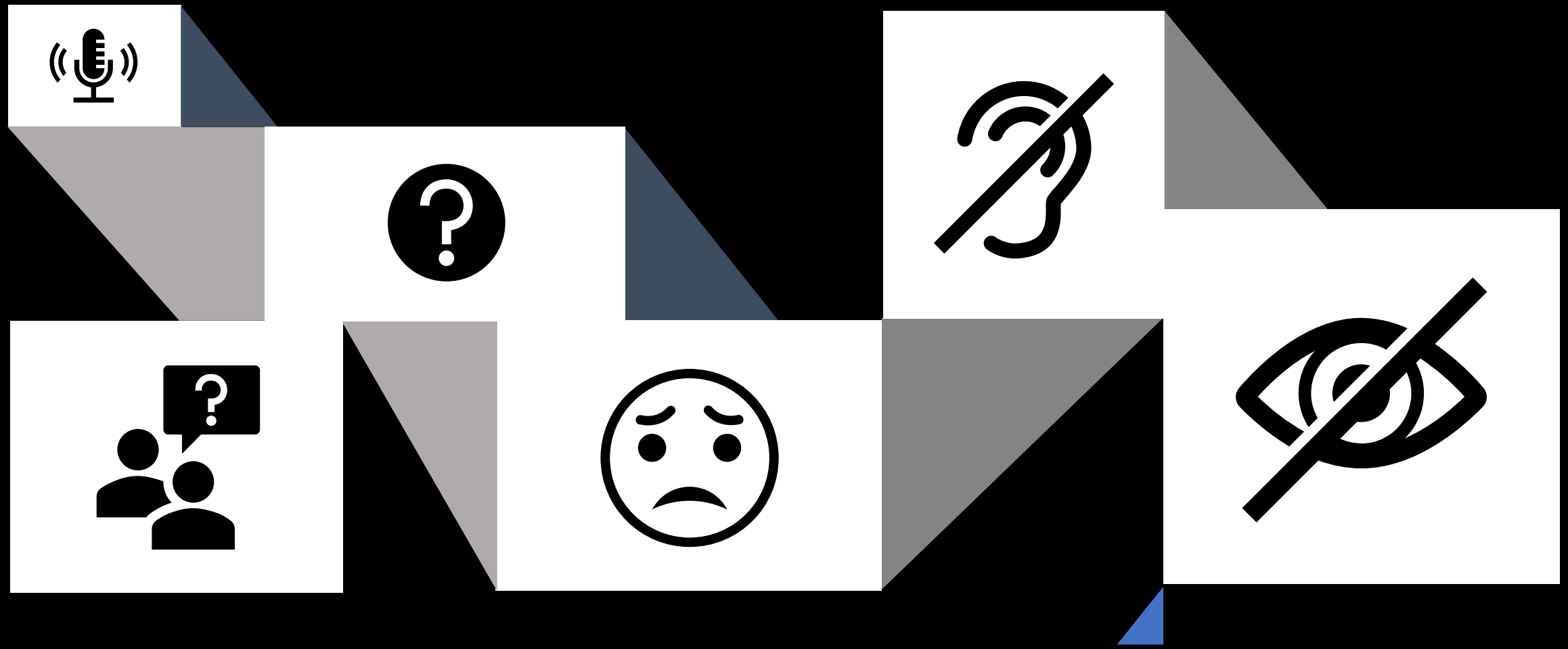
- Person sharing their screen has the bigger picture.
- A pop-up appears if the presenter sends a message.
- You can respond to the message by clicking the speech bubble.



When you leave the call

- You can rejoin the call at any time if you exit or hang up by accident.
- Your link keeps working and you can rejoin from the original email link.

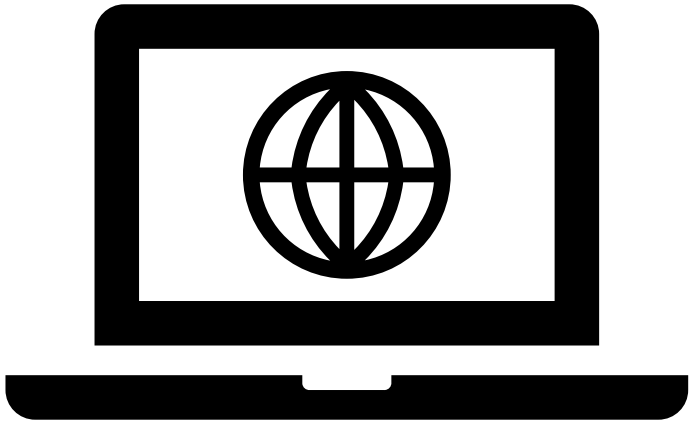


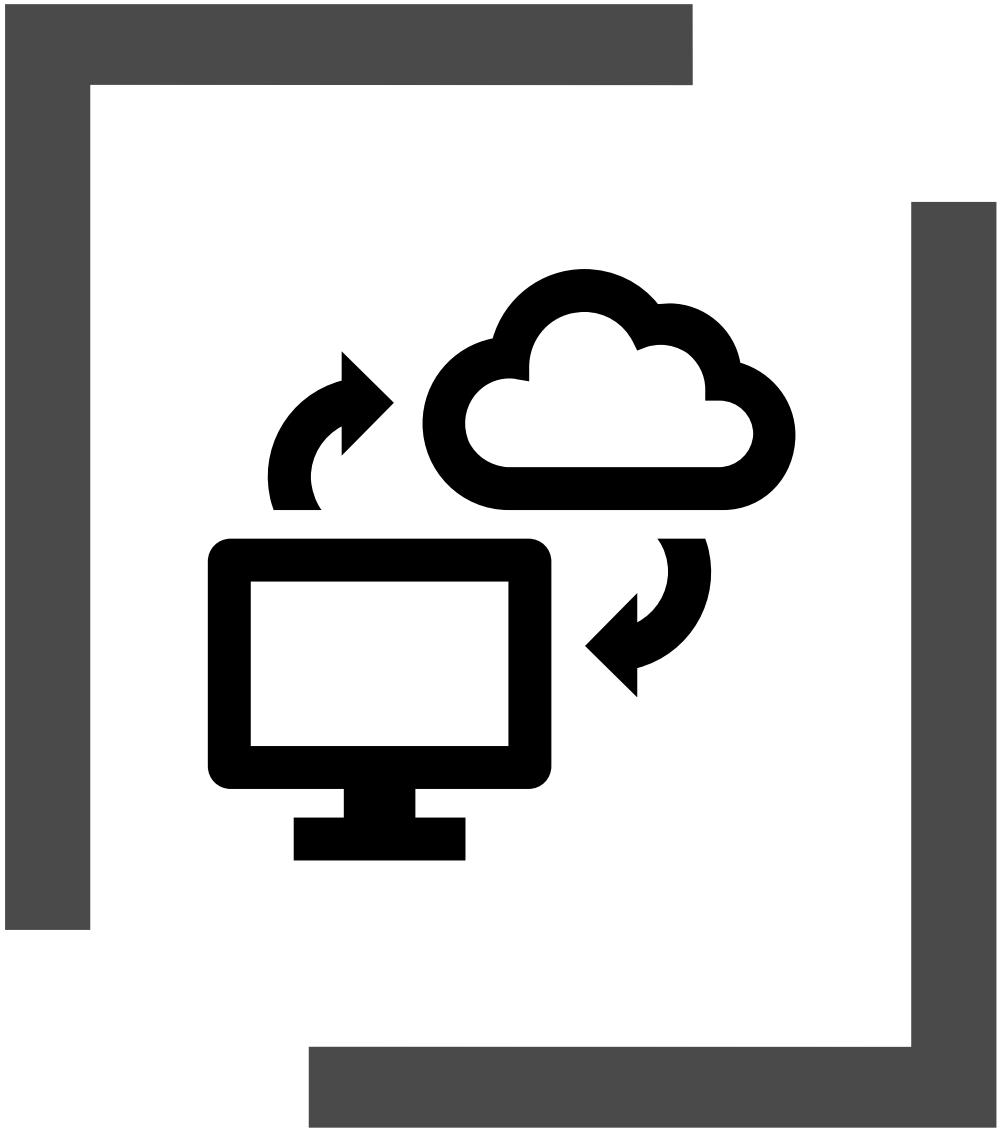


Troubleshooting problems

Avoiding problems from the start

- Make sure your most recent computer updates are installed (restart your computer if you're not sure)
- Try to log into a Skype For Business meeting—if there is a problem with your test, you might need to ask your technology department for permissions.





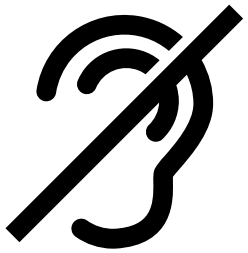
Which browser are you using?

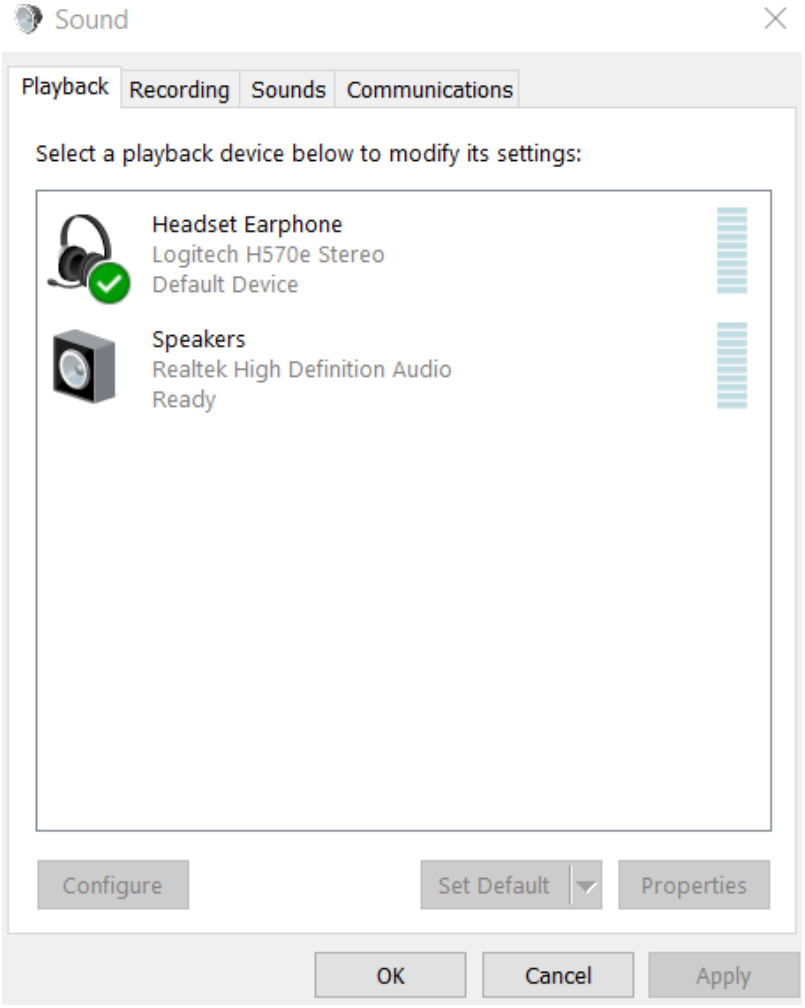
- Skype works best with a Windows browser like Internet Explorer or Edge.
- If Skype is having you enter as a guest or asking for your log in information, cut and paste the link from the invite into your Edge or Internet Explorer.
- Try “Join Using Skype for Business Web App instead.”

If you have problems, try leaving the call and rejoining. This solves many problems.

If you can’t hear

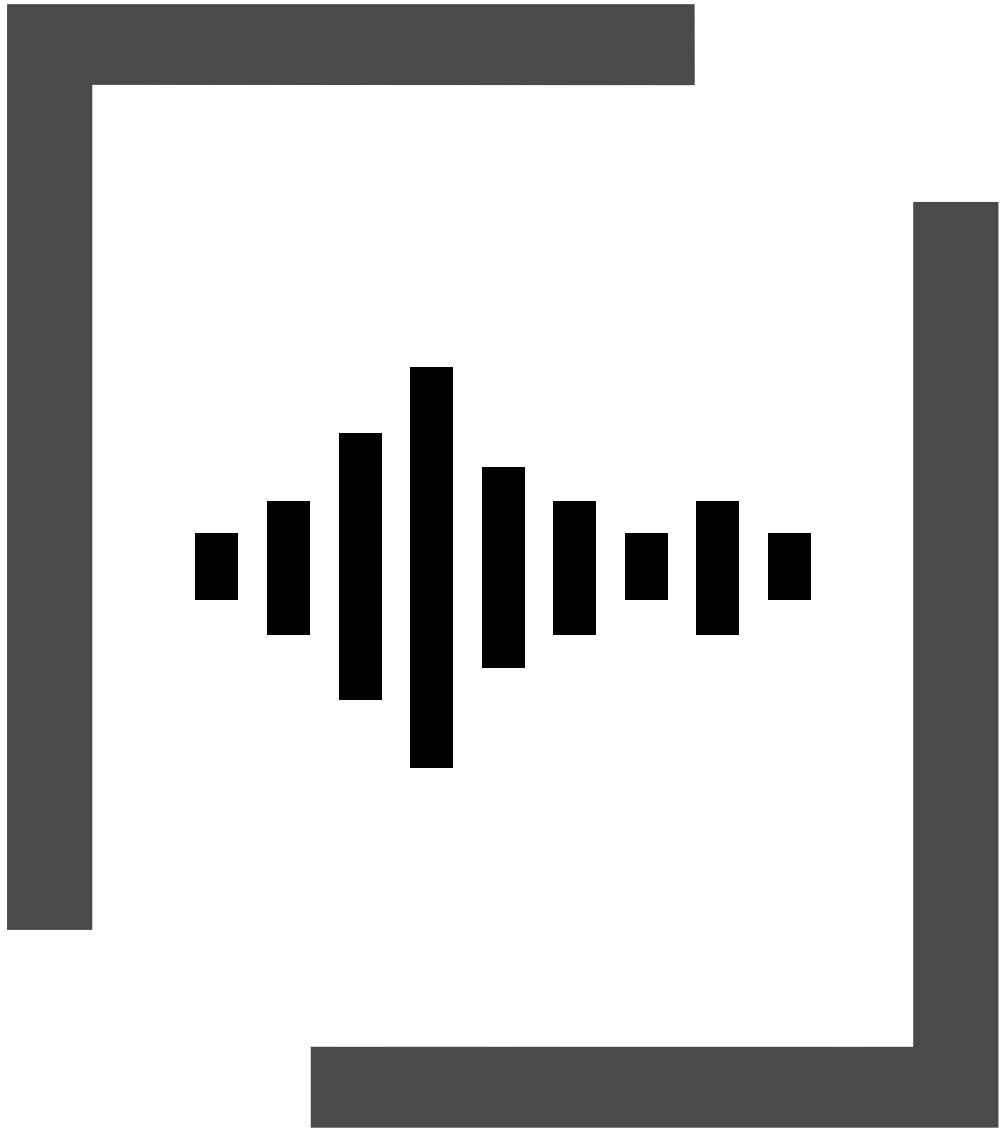
- Check your volume settings.
- Check your computer Audio Settings .
  - You may need to enable your headset.
  - Your local tech support can help with this.
- Leave the meeting and rejoin.
- If you can see but can’t hear, you can call into the number listed on the invite.





If you can’t be heard

- Check the mute button on your headset.
- Click the mute/unmute icon on Skype.
- To unmute yourself on a phone press *6.
- Occasionally state staff will mute everyone if we’re hearing a lot of background noise.

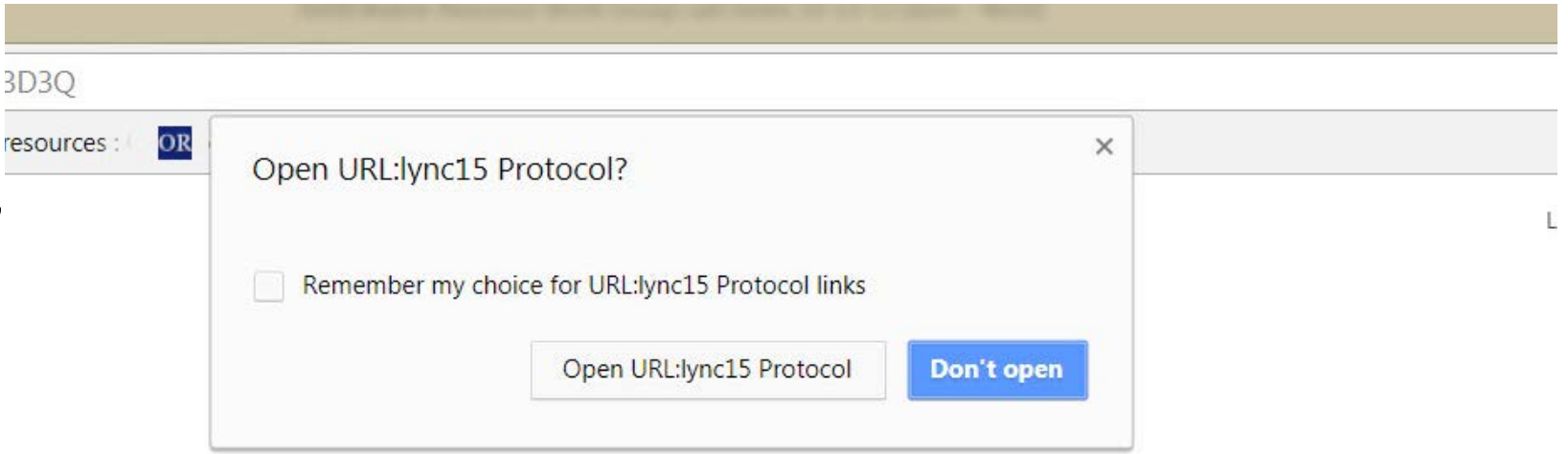


If you get audio “feedback” or an echo

- Make sure that you only have one device turned on in your office. If you have both the phone and the computer speakers or microphone on, they will “squeal” or cause audio feedback.
- Mute your computer speakers and microphone if you are using a phone.

If you get this error…

- Try a different browser
- Check the “Remember” check box
- Then click the “Open URL…” button



Skype for Business

Have you successfully joined the meeting? Feel free to close this page.

OR

Join Using Skype for Business Web App instead

Learn more about Skype

- Here's a video tutorial for other helpful tips https://www.youtube.com/watch?v=7_c4zVJ739M