

# Microsoft Skype for Business/Lync

### Quick Glance:

- ▶ Skype for Business/Lync is a text, voice, and video conference application.
- ▶ Skype for Business is available for Windows computers.
- ▶ Lync is available for Mac, iOS, and Android devices.
- ▶ Skype for Business and Lync users can communicate.
- ▶ Both applications use Netpass username and password.

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## Overview

Microsoft Skype for Business/Lync is available for all staff, faculty, and students of Ithaca College. Skype for Business/Lync enables users to communicate and collaborate with text, voice, video, screen sharing and more. Skype for Business/Lync integrates with Microsoft Outlook, allowing you to easily create online meetings directly in your calendar.

## Skype for Business vs. Lync? What’s the difference?

Microsoft is currently transitioning from “Lync” to “Skype for Business.” At this moment, the Windows application and the online application are rebranded as “Skype for Business” while the Mac OSX, iOS, and Android apps are still branded as “Lync.” In the near future, Microsoft will release new versions of these Lync apps rebranded as “Skype for Business.” In the meantime, users on Skype for Business can communicate with users on Lync, and vice versa. Aside from the name and a slightly different user interface, the applications are essentially the same.

## What Can Skype for Business/Lync Do?

Here are some featured functions of Microsoft Skype for Business/Lync. Please note that not all functions are available for all versions. See the comparison chart below.

### Contact List

With Microsoft Skype for Business/Lync, you can maintain and access a list of contacts. You can add other “@ithaca.edu” users to your contact list and even connect with external Skype for Business/Lync and Skype users. Your list will display the status of your contacts and allows you to engage in text, voice, and video conferencing directly. You can sort your contacts based on groups, status, and working relationship.



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## Presence

Microsoft Skype for Business/Lync can display your “status” for others to see, such as busy or available. Skype for Business/Lync automatically changes your presence when you are engaged in a Skype for Business/Lync meeting or you have a meeting scheduled on your Outlook calendar. You can also manually change your presence.

## Text Chat

Simple text chat is available through Skype for Business/Lync. Text chats can include one or more participants and can easily be converted to a voice or video conference. You may also share your screen or display content such as PowerPoint slides or a whiteboard.

## Audio & Video Conference

With video conferencing, you can connect with multiple contacts and engage in a virtual meeting. In a two-party conference, Skype for Business/Lync supports HD 1080P video resolution. Skype for Business/Lync supports up to 250 simultaneous participants, though only the five most active participants’ video will be displayed concurrently. A microphone and speakers (or a headset) are required for joining the audio portion of a conference. A web camera is required for video conferencing.

## Screen Sharing and Presenting

Skype for Business/Lync allows you to share content with others. You can present applications, webpages, PowerPoint slides, and even your entire screen; you control what you share and can even give other participants control of your screen.

## Outlook Client Integration

Microsoft Skype for Business/Lync integrates with your Outlook client, providing a quick glance at a contact’s presence and an easy way to create and join Skype for Business/Lync meetings.

In Outlook’s ribbon, you will find a button to create a “New Skype/Lync Meeting” when scheduling a new calendar event. You can even convert an existing meeting to a Skype for Business/Lync meeting with just one click.

Quickly connect to a Skype for Business/Lync meeting by clicking “Join Skype/Lync Meeting” within an existing Skype for Business/Lync meeting on your calendar.

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## Installation

### Windows 7

Here are three scenarios for installing Skype for Business on a Windows computer.

Scenario 1: Office 2013 is not installed on your computer. (Office 2010 doesn't include this app)

- 1) Refer to the guide on [Installing Office 2013](#).
- 2) Once Office 2013 is installed, follow the steps in the next scenario.

Scenario 2: Office 2013 is installed, but I don't see "Skype for Business" or "Lync" listed in *Start Menu > All Programs > Microsoft Office 2013*.

- 1) Open Start Menu > Control Panel > Programs and Features.
- 2) Select "Microsoft Office Professional Plus 2013" from the list.
- 3) In the blue ribbon above the application list, click **Change**.
- 4) Chose Add or Remove Features and click Continue.
- 5) Find "Microsoft Lync," click the icon to the left and select **Installed on First Use**.
- 6) Click **Continue** to complete the process. Once the configuration has completed, you should see Skype for Business/Lync in the Start Menu.

Scenario 3: Microsoft Lync is listed in my programs, not Skype for Business.

- 1) Open Start Menu > Control Panel > Windows Update.
- 2) Click **Check for updates** on the left sidebar.
- 3) Install any available updates.
- 4) Microsoft Lync will become Skype for Business.

### Macintosh OSX

Microsoft Lync can be installed through an application called "Self Service."

- 1) Open Launchpad or Applications.
- 2) Click Self Service.
- 3) If you do not have Self Service, visit the [Casper Suite](#) page.
- 4) Log in with your Netpass username and password.
- 5) In the "Featured" area, click **Install** for "Lync 14.1.1."
- 6) A progress bar will scroll across the top of the Self Service window.
- 7) When the progress bar completes, the installation is complete.
- 8) Note that there is no additional notification that the installation is complete.
- 9) You will now see Microsoft Lync in your **Launchpad** and **Applications** folder.

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## iOS

Follow these steps to install Lync on your Apple iOS device:

- 1) Open the iOS App Store.
- 2) Search for Lync 2013.
- 3) Install Lync 2013.
- 4) Open Lync 2013.
- 5) Sign in with your full e-mail address and Netpass password.
- 6) Enter your iPhone number, if prompted.
- 7) You are now ready to use Lync.

## Android

Follow these steps to install Lync on your Android device

- 1) Open the Google Play Store.
- 2) Search for **Lync 2013**.
- 3) Install Lync 2013.
- 4) Open Lync 2013.
- 5) Sign in with your full e-mail address and Netpass password.
- 6) Configure “Manage data use” settings to your personal preference and click **Next**.
- 7) Lync will use your phone number, click **Next**.
- 8) Select your personal preference for syncing your Lync contacts and click **Next**.
- 9) You are now ready to use Lync.

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## Feature Comparison

Features	Skype for Business 2015 (Windows)	Lync 2011 (Mac OSX)	Skype for Business Online (O365)	Lync for iOS/Android*
Text Chat	•	•	•	•
Voice Call	•	•	• <sup>2</sup>	•
Video Conference	•	•	• <sup>2</sup>	•
Screen Sharing	•	•	• <sup>2</sup>	• <sup>2</sup>
Program Sharing	•		• <sup>2</sup>	• <sup>2</sup>
Remote Control	•		• <sup>2</sup>	
PowerPoint Sharing	•	• <sup>1</sup>	• <sup>2</sup>	• <sup>2</sup>
Whiteboard	•		• <sup>2</sup>	
Poll	•		• <sup>2</sup>	
Q&A	•		• <sup>2</sup>	
File Attachment	•	•	• <sup>2</sup>	
Conference Recording	•			

1 – Lync 2011 is able to view and take control of PowerPoint presentations initiated by a user using Skype for Business. Lync 2011 users cannot share a PowerPoint presentation themselves. .

2 – The features are available in an online meeting while using the Skype for Business Web Plug-in. Voice and video cannot be used on-demand with Skype for Business at this time.

3 – Lync on mobile devices can only be used to view content, not share it.

\* - Some features of Lync mobile apps may only be available when connected to Wi-Fi (using default data usage configuration).

## Best Practices

**Test your equipment and configuration** before joining important meetings with Skype for Business. Simply video chatting with someone else will help ensure your camera, microphone, and speakers are working properly and are set at acceptable levels.

### **Proper audio etiquette is important when attending a Skype for Business meeting.**

Background noise can be distracting and cause feedback. Setting the volume of your speakers or microphone too high can also result in feedback issues. Try to join Skype for Business meetings from a quiet area and use a headset when necessary for best audio results.

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**Skype for Business will connect to your built-in or USB-connected webcam for video.** In low-light situations, you may need to adjust your camera settings to improve your picture quality. You can also configure Skype for Business to “crop and center [your] video in meetings” to keep you in the center of the frame if you move.

**If hosting or attending a Skype for Business meeting,** open the meeting entry in your Outlook client and click on “Join Skype meeting” in the ribbon of the meeting window. This action uses the Skype for Business client to launch. We recommend using the Skype for Business client for the best experience.

**Skype for Business is integrated with your Outlook calendar by default.** Your Skype for Business status will automatically be changed to reflect events in your calendar. If you’d prefer not to show your presence based on your calendar information, the function can be disabled.

**With the Gallery View,** you automatically see everyone in the video conference. When video is not available, a speaker’s picture will appear (if available). The gallery controls enable you to see participants’ names and identify active speakers. The gallery shows the most relevant people in the meeting at all times by displaying the dominant speakers’ video, and displaying the pictures of less active participants in the sitting rows.

**Video and Voice conferencing is not available on-demand in Skype for Business Online.** You must create or join a scheduled Skype for Business meeting to use the video and voice functions while using Skype for Business Online.

## For More Information

- See [Microsoft’s Skype for Business and Lync 2013 training](#).
- Computer training is available to faculty, staff, and students at no charge through the Technology Learning Center (TLC). <https://www.ithaca.edu/its/tlc>
- Online documentation and tutorials on IC-supported computing software and systems are available at <https://www.ithaca.edu/its/tlc>
- Technical support is available through the ITS Helpdesk in 104 Job Hall; send e-mail to [helpdesk@ithaca.edu](mailto:helpdesk@ithaca.edu) or call 607-274-1000.

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