

# Skype for Business – Frequently Asked Questions

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## General Questions:

### What is Skype for Business?

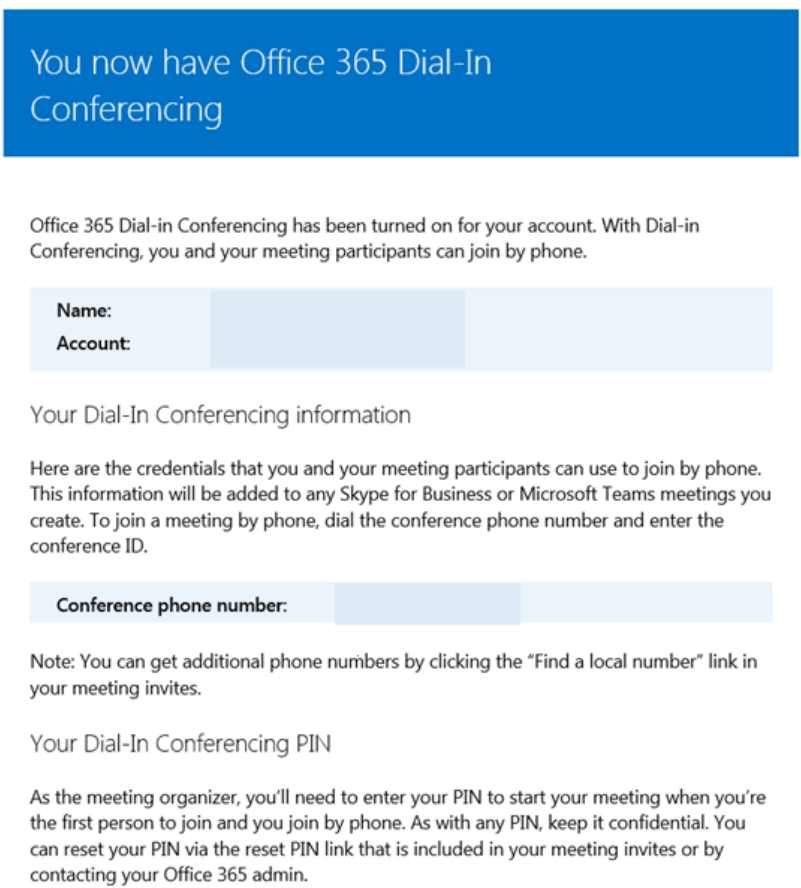
Skype for Business is an easy-to-use interface that allows users to communicate through text chat, voice calls, video calls and online meetings. You can use Skype for Business from nearly any Windows PC or mobile device anywhere in the world you have Internet access.

### How can I get an audio conference number assigned to my Skype for Business account to schedule meetings and allow people to dial in?

By default, Dial-in conferencing information isn't populated in the meeting invitation. You will only see the "Join Skype Meeting Option" in your invite when scheduling a Skype for Business meeting. The reason for this is the user isn't enabled for dial-in conferencing.

To obtain a conference bridge, you must request a Skype Audio Conference for Government (formerly known as a Skype PSTN) to be added to your Office 365 account by contacting ADS – Service Desk. Enter a LANDesk ticket. <https://itsupport.vermont.gov> Please note: there is an additional cost to have this service added. This must be approved by your business office. For information on costs, please see the [Web/Audio Conference Service Description](#).

What happens when I am enabled with audio conferencing on my Skype for Business account?  
Users granted Audio Conferencing for Government will receive an automated email from [MACCOUN@MICROSOFT.COM](mailto:MACCOUN@MICROSOFT.COM). Do not delete this, it has your pin and assigned phone number. (Most of the message is shown below)



### Why doesn't the welcome email from Microsoft include my conference room ID?

Once Audio Conferencing for Government has been assigned to a person, that person receives an email identifying their number and pin. These are automatically linked to the installed version of Skype for Business. When scheduling a Skype for Business meeting through Microsoft Outlook the number is added to the invite with the link, and Access code **assigned to that specific meeting**. See below on how to schedule online meetings.

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## → [Join Skype Meeting](#)

Trouble Joining? [Try Skype Web App](#)

### Join by phone

Toll number: +1 (802) 552-8456, access code: 31056871 (Dial-in Number)

How can I start Skype for Business and set startup preferences?

Please see our [Quick Launch User Guide](#).

### Instant Messaging

How do I use instant messaging?

Please see our [Instant Message, Contacts, Presence Quick Start Guide](#)

How confidential are my instant messages?

By default, instant message and call history is stored in your “Conversation History” folder in Outlook. If someone else has view rights to your entire mailbox, they will be able to see your conversation history, which includes instant messages and meeting call logs.

### Online Meetings:

How do I schedule online meetings?

Instructions for scheduling an online meeting via Outlook can be found [here for Outlook Desktop Client](#) and via the Outlook Web App. Please also view our [Quick Start Guide](#).

Can I schedule online meetings with any email client other than Microsoft Outlook?

No, Microsoft Outlook is required to schedule online Skype for Business meetings. You may also use the calendar function within the Office 365 portal to schedule a Skype for Business meeting. See our [Quick Launch Guide](#) for information on how to access Skype for Business via the portal.

How do I Skype for Business-enable an existing meeting on my Email calendar?

See instructions above for [“How do I schedule online meetings”](#).

How do I create an impromptu Skype for Business online meeting so I can meet with people right away? (Note, this is ideal for internal use with @vermont.gov users). If you wish to invite external users, please do so via calendar invite – instructions listed above.

Instructions for creating an impromptu online Skype for Business meeting can be found [here](#).

(Please note that the conference “call” section will only work if users have appropriate hardware, ie, headsets). However, the other functionality within the tech article should work as indicated.

## How do I join a Skype for Business meeting?

Joining a Skype for Business meeting is very simple. Please follow these [instructions](#). If you are not at a computer, you can follow these [dial-in instructions](#).

## Can a meeting be recorded?

Yes, Skype for Business can record online meetings. When an online meeting is recorded, participants will be notified that a recording is in progress. For instructions, please see our [Quick Start Guide](#).

For more information, see [How to Record and Play back a Skype for Business meeting](#).

## Can I set Meeting Options to lock down a meeting?

Yes. See [Set Up Meeting Options in Skype for Business](#).

## Are there options within a presentation in Skype for Business like a poll, Q&A?

Yes. See the following on how to use additional features:

Interact with attendees during Skype for Business Meetings

- [Set up/Take a poll in a Skype for Business Meeting](#)
- [Participate in a Q&A Session in a Skype for Business Meeting](#)
- [Use Whiteboarding to Collaborate in a Skype for Business Meeting](#)

## How can I tell who attended my Skype for Business Meetings?

Meeting history is stored in your “Conversation History” folder in Outlook. If someone else has view rights to your entire mailbox, they will be able to see your conversation history, which includes instant messages and meeting logs. The logs appear as an email, with attendees listed.

## Can I invite an external user (someone outside of State of Vermont O365) to my Skype for Business meeting if they do not use Skype for Business?

Yes. People outside of vermont.gov who do not use Skype for Business can join your meeting as a guest using the Skype for Business Web App. When external people join a Skype for Business online meeting the first time, it will ask them to install the Skype for Business Web App, which is a small web plugin. Learn about the [Skype for Business Web App Supported Platforms](#).

## Does an external meeting attendee need admin rights to install the Skype for Business web plugin when joining through the Skype for Business Web App?

Most likely, the attendee will be able to download and install the plug in on their own.

## What Web browsers and versions are supported with the Skype for Business Web app to join online meetings?

Internet Explorer, Firefox and Safari browsers are all supported for Skype for Business. The latest versions are recommended.

## How many attendees can I invite to an online meeting?

You can invite up to 250 attendees.

I don't have a webcam. Can I still view video that is shared by other meeting participants?

Yes. You will be able to view their video feeds. You will just be unable to send your own video.

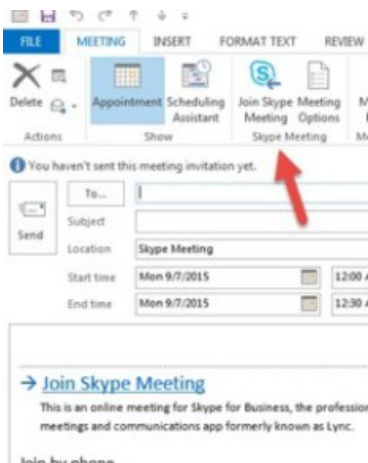
If I "Mute Audience" while in a meeting, will it also mute those who have called in using the phone number and conference ID?

Yes. Attendees who call in will also be muted. They will be notified that they have been muted by an audio notification. See these instructions on how to [mute your microphone](#); [mute an audience](#)

If I am a delegate, can I schedule a Skype for Business Meeting on Behalf of Someone who has an audio conference bridge assigned to their account?

Yes. To schedule a meeting that will utilize the collaboration features such as, screen sharing, PowerPoint presentations and whiteboards; the delegate will need to access the executive calendar to schedule the meeting

- If you are the delegate, open the appropriate calendar in Outlook
  - [Allow someone else to manage your Mail and Calendar](#) (grant delegate access)
- Select the date and time you want to schedule the Meeting
- Click on the Skype Meeting icon on the top of the meeting bar to generate a unique conference ID



- Click send when complete

Do I always need to start a meeting with the Skype for Business desktop or web client? Or can I use just the phone number (if one is assigned to me)?

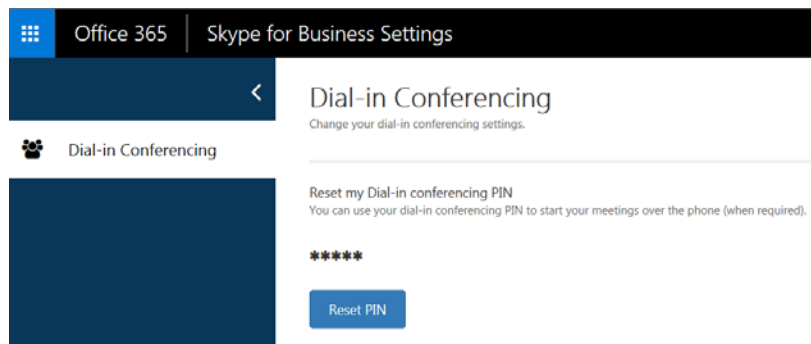
First, to use a dial-in option, you must be assigned a Skype for Business Audio conferencing number.

Ideally, you should start your meeting with the client, as it contains more controls. However, if you wish to use the dial-in conferencing only, you would schedule your meeting in your calendar as described above. The meeting invite will include the phone number and conference ID. In addition, as the organizer, you will also need to enter a PIN to start the call. (You would have received the PIN with your "welcome to Microsoft online services" message once your account was enabled.

## How do I reset my PIN if I have lost it?

If you cannot find the original email you received when your account was first activated, or you didn't make note of it, you can reset your PIN. In your meeting invite, you have a link within the meeting invite entitled "Forgot your dial-in PIN". Click on that link. (you may need to sign in to the Office 365 portal if you are not already signed in. You will come to the screen below. Click on the "Reset PIN".

Take note of your new PIN for future meetings.



## Is there a webinar feature available in Skype for Business for more than 250 attendees?

Yes. Skype for Business also includes Skype Meeting Broadcast. Information is below. Feel free to test and share feedback. (Our focus has been on Skype For Business, and haven't fully used or tested this feature.)

### [Get Started with Skype Meeting Broadcast](#)

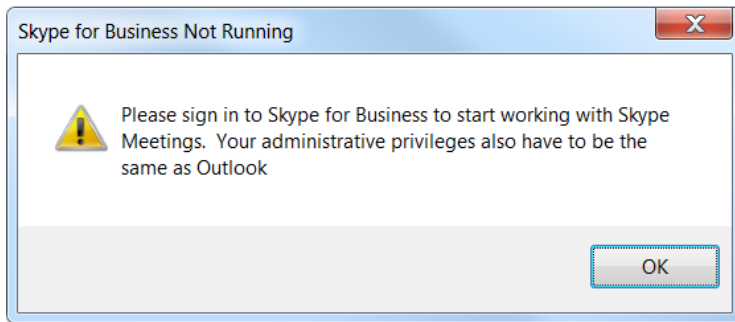
Skype Meeting Broadcast is a feature of Skype for Business Online and Office 365 that enables you to schedule, produce, and broadcast meetings or events to online audiences up to 10,000 attendees. The Skype Meeting Broadcast portal is where you schedule a meeting of this size.

## Training and Support

### Is training available for Skype for Business?

ADS has created a training information page with quick start guides on its [Shared Services Website](#). In addition, state employees have access to our training on the KnowledgeWave Learning Center Website. Information for that is also on the page listed above.

I am trying to schedule a Skype for Business Meeting but get the following error:



You must be logged in to the Skype for Business Client to schedule meetings and use it. For instructions on how to get started with Skype for Business, please see our [Quick Launch User Guide](#).

How do I troubleshoot audio issues?

- [Troubleshoot Audio and Video](#)
- [Troubleshoot Audio issue \(echo\)](#)

People are connected to the same meeting, but some can't hear each other – it's like we're in two separate conference rooms.

Each Skype for Business meeting is tied to a calendar invite. You should never create a "shadow" invite, and copy/paste the call-in information into another meeting invite. The audio and screen sharing will not work properly.

The Skype for Business button doesn't show in my calendar.

You may need to submit a Helpdesk ticket with your IT Staff to get help to fix this. [Skype "button" doesn't show up in Outlook Calendar](#)

I have scheduled a recurring Skype for Business Meeting. I get this error when I try to change one occurrence. What does it mean?

Error: Changes to this occurrence won't apply to the online meeting associated with this series. To change the online meeting, open the series and then make changes.

This is expected behavior if you're only trying to edit a single meeting in a recurring series. You are able to edit the single meeting, as long as you don't change your Skype calling information or link.

The "Call Me At" option doesn't seem to work when I try to connect to Skype for Business audio. The organizer of the meeting MUST HAVE audio conferencing enabled – which means a phone number is tied to their account. If you do not have that option, Call me at WILL NOT WORK. You will only be able to join via full audio.