Skype for Business (Microsoft Lync)

Overview

Skype for Business is a communication tool that provides IM, voice, screen sharing, file sharing, and online meeting capabilities.

Note: Skype for Business is also referred to as Microsoft Lync. Since Microsoft purchased Skype in 2011, Lync is being rebranded as Skype for Business. Beginning with Microsoft Office 2016, the Lync branding was be removed. However, you will likely see the program referred to as Lync, as well as Skype for Business.

Skype for Business was recently updated, with the notable feature of not having to use the VPN to sign in while you are off campus.

Another added feature will automatically sign you in to Skype for Business when accessing NKU Webmail. If you do not wish to appear Available when using webmail, you can sign out of Skype for Business by clicking your account icon in the upper right corner. You will then see the option to “Sign out of IM”. The system will remember your choice, so you will remain signed out any time you access webmail. You may also sign back in using the same menu.

Questions?
Contact the IT Help Desk at http://oit.nku.edu/help.html or (859) 572-6911.
How To Download

Skype for Business should be installed on your computer by default. If not, you can download it from the Software Center.

First, click on the Start Menu, and search for “Software Center”, and open it. Check “Lync 2013 – Lync 2013 Silent Install”, then click “Install” on the next screen. This will install the program automatically in the background.

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Adding Contacts

To add people to your contacts group, simply type their name in the search box and they will appear below. Right click on their name and select “Add to Contacts List”. You can add them to custom groups. To create a new group, right click on an existing group name in the main window, and select “Create New Group”. Contacts can be moved between groups by dragging and dropping.

Creating a new group

Adding a new contact

You can find additional information about a contact on their Contact Card. Simply right click on their name and select “See Contact Card”. This will provide information such as office location, phone numbers, email address, and their current calendar status. You can also see the time they will be available in the calendar section.

To remove someone from your contacts, right click on their name and select “Remove from Contacts List”.

A Contact Card

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Updating Your Status and Location

Your status will be visible to others that have you in their contact list. It is set to “Available” by default, and can be changed manually by clicking it, and selecting a new status from the dropdown. Skype for Business is connected to your Outlook calendar, so your status is automatically updated to “Busy” when you have time blocked off on your calendar. It will then change back to “Available” when your calendar is free.

Your location is also visible to others, and works independently of your status. You can set your location by clicking on it, then typing in where you are. You can also hide your location from others here.

Your status is automatically changed to “Away” after 5 minutes. The amount of time can be changed in Options > Status.

Starting Conversations and Viewing Conversation History

To start a text conversation with another user, simply double-click on their name in your contact list, and start typing.

All conversations are automatically saved in an Outlook folder called “Conversation History”. To find recent conversations with a specific person, navigate to that folder, and search for their name. Or, you can right-click on their name in Skype for Business, and click “Find Previous Conversations”. This will open a new Outlook window and search the folder.

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Sharing a File

While having a conversation with another user, you can share files with them, similar to attaching a file to an email. In the conversation window, click on the paperclip icon (near the bottom right of the window). Simply browse your computer, find the file, and click “Open”. If a file is shared with you, you have the option to Share or Decline the file before it is sent.

Screen Sharing

While having a conversation, you can invite others to view your screen, a particular program on your computer, or a specific PowerPoint file.

Click the monitor icon on the lower right of the conversation window, then select either “Present Desktop”, “Present Programs”, or “Present PowerPoint Files”.

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