

Skype for Business – Good Practice

This guide gives guidance on good practice when using Skype for Business for online meetings. Some of the information (marked with a *) is relevant to Skype for Business on a Windows PC only. For information on using Skype for Business, see our user guides *Getting Started with Skype for Business* and *Skype for Business Online Meetings*.

All meeting participants

- Check the audio and video devices you plan to use are working correctly. It's a good idea to join the meeting early so that you have enough time to troubleshoot any problems. See our user guide *Using Audio and Video in Skype for Business* for details of how to check your devices.
- Use a headset for best audio results. Depending on the environment, you may experience echo and feedback if you rely on your computer's speakers and built-in microphone (if available).
- Try to find a quiet environment while participating in the meeting in order to minimise inconvenience for others and to ensure that other meeting participants are not distracted by background noise.
- Use a computer via a wired network connection if possible; if using a wireless network, you may experience delays or other connection issues.
- Mute yourself if not speaking by clicking the **Mute my mic** button in the meeting window in order to minimise unwanted background noise. See our factsheet *Using Audio and Video in Skype for Business* for details.

Meeting presenters

- Schedule meetings via Outlook- create a meeting request and click the **Skype Meeting** button on the (Windows) or **Online Meeting** (Mac) to insert a meeting link and phone numbers in the message body.
 - Can't see Skype Meeting button? From Outlook's **File** menu, select **Options > Add-Ins**. From the **Manage** drop-down at the foot of the Outlook Options dialog, select **COM Add-Ins** then click **Go...** In the COM Add-Ins dialog, select **Skype Meeting Add-in for Microsoft Office** then click **OK**.
- Attach a copy of the guide to using the Web App if your meeting includes participants who don't use Skype for Business.
- Click **Join the Meeting** in the meeting invitation in advance of the meeting and upload any file attachments* or PowerPoint presentations so they are ready to share via the Content window. You can add more content during the meeting, but the more you have pre-loaded, the smoother your meeting.
- Think about how many presenters you want during your meeting and use the meeting options window to determine who will have that role. By default, all participants from the University are set as presenters. See our factsheet *Getting Started with Skype for Business* for details.
- Make sure you launch any programs you want to share during the meeting so that they will appear in the **Content** window*.
- If you use dual monitors, make sure that you choose which monitor to share when clicking the **Present** button. If you choose not to share all monitors, make sure that you drag content to the relevant monitor (Primary or Secondary) when you display content on your computer*.

Further information and help

Contact the Service Desk at <https://myit.abdn.ac.uk> or servicedesk@abdn.ac.uk