Skype for Business

What is it: Previously known as Lync, Skype for Business is a computer-based software application that allows you to create, host, and attend web conferences

Where is it: Skype for Business is installed on several computers in the FCC, all conference rooms throughout the COM, and it can be installed on your laptop or desktop computer for free. There is also one 360 degree Polycom RoundTable camera setup in COM 418 and another one available for checkout through the FCC if you plan to have several people in a room during the web conference

How to use it:
- Meet with an Ed Tech staff member to help with initial setup and training
- Sign-in to Skype for Business on your computer and create a new Skype Meeting in Outlook
- When it is time for your meeting, sign-in to Skype for Business and start your meeting
- Visit for more tips and information https://online.ucf.edu/teach-online/enhance/lync/

Possible applications:
- Create and host professional meetings and collaboration
- Enable faculty off campus to participate in module meetings
- Conduct student/faculty conferences
- Deliver or participate in presentations
- Record presentations/meetings
- Feature a guest speaker

Best Practices:
- Create a new meeting notice in Outlook using the Skype Meeting icon under "New Items" or Calendar
- Set your meeting preferences prior to sending the meeting notices to guests
- Sign-in to the meeting at least 15 minutes early in order to test the audio and video equipment
- See next page for additional information before, during and after Skype meetings

Pros:
- Less travel time and cost of travel
- Can also be used as a simple "phone conference" system if images are not needed
- Participation of users located at a great distance
- Document sharing
- Increased meeting opportunities. Create and host online meetings, messaging, calls and video with up to 250 people
- Use Microsoft Outlook to schedule and update meetings
- Private and secure chat rooms
- Free to use. Included with the University license of Microsoft Office

Cons:
- Complex sign in process when using it on public or shared computer
- Remember to sign out when you are done using a public or shared computer

Best Practices - Before Session

1. Find a location with a reliable internet connection. For best results, ensure you are wired directly into a network. Using wi-fi is not recommended.
2. To avoid audio feedback loops, we recommend you use a headset, rather than your computer's built in mic and speakers.
3. Connectivity needs to be tested prior to the session utilizing all the equipment that will be used during the session.
4. Have a participant or colleague join the test session as a participant to ensure the session is functioning as anticipated.
5. Attention needs to be paid to lighting, backdrop, and background noise in the location where you will be presenting.
6. Have a backup plan, should any technical issues occur during the session.
7. Until you are comfortable with Skype for Business, consider asking Ed Tech to attend meeting as well.

During Session

1. Log in to the session early (15-30 mins.) to ensure an optimal session experience.
2. Hit "Record," if planning to archive the meeting.
3. Remember to speak clearly and at pace that may be understood by all attendees. Keep in mind that there may be a delay on the viewer's side. Participants may need extra time to respond as they may need to unmute, type in the chat, etc.
4. Consider using a helper who can monitor the chat and manage questions/comments.

After Session

1. Solicit feedback from attendees to identify what is or isn't working and collect suggestions for future virtual meetings.
2. Post or send out a link to the recorded session for those who were not able to attend the live session. Extract any links and documents from the session and post them for download/viewing alongside the recording.