Skype for Business Phone Conference Call

Introduction

Skype for Business (formerly MS Lync) provides an easy way to join phone conference calls anytime without assistance from a Pace 311 operator. This document contains instructions on how to schedule and join phone conference calls via phone or computer. To learn more about all the features available in Skype for Business, please visit www.pace.edu/skype.

Getting Started

The following information is needed to establish a phone conference call:

- **Dial-in Numbers:** NYC: **1-212-346-1500**   WESTCHESTER: **1-914-597-8500**
- **Conference ID** to join conference call
- **Personal Identification Number (PIN)** – for call leader/meeting organizer only

> **Note: Internal Pace callers can simply dial **8 from a Pace phone and enter the Conference ID to join the conference call.**

The phone conference leader (or meeting organizer) can obtain his/her assigned conference information at dialin.pace.edu by signing in with his/her MyPace Portal username and password (username format should be *PACE\username* or *username@pace.edu*). The phone conference information (dial-in numbers and conference ID) must be provided to all participants.

Joining a conference call as a participant:

- dial ****8** internally or call one of the dial-in numbers listed above

You will hear, "*Welcome to the audio conferencing center. Please enter a conference ID followed by pound.*"

- enter **Conference ID** and press **#**

You will hear, "*If you're the leader, please press star now.*" No action is needed. Wait a few seconds and then you will hear, "*After the tone, please record your name and then press pound.*"

- say your name and press **#**

If the call leader has already joined the call you will hear, "*You are now joining the meeting.*" You will then hear a tone as you are connected to the call. If the leader has not yet joined, you will hear, "*The leader has not yet joined the meeting. Please wait for the leader to admit you to the meeting. Thank you for your patience.*" Hold music will then play until the leader joins the call.

Joining as the conference call leader (meeting organizer):

- dial ****8** internally or call one of the dial-in numbers listed on the previous page
- enter your **Conference ID** and press **#**
- press ***** and enter your **Dial-in PIN**

Note: You will hear the same system prompts as listed in the previous section for a participant. To reset your PIN used to control the phone conference, sign on to dialin.pace.edu with your MyPace username and password (username format should be *PACE\username* or *username@pace.edu*). Click "Reset your PIN" and follow instructions provided on page.

After entering your PIN you will hear, "***You are now joining the meeting as a leader.***" As the conference call leader, you can manage participants, audio, and the lobby by using the DTMF commands. The lobby is an online waiting area.

Dual-Tone Multi-Frequency (DTMF) commands are touch-tone codes entered on your phone's keypad. Call leaders and participants can use the following DTMF commands during a conference call:

<u>Press</u>	<u>Description</u>	<u>Availability</u>
*1	Play a description of the available DTMF commands.	Everyone
*3	Privately play the name of each participant in the conference.	Everyone
*4	Mute audience or return mute control to participants. Turning off audience muting does not unmute individual participants. When you turn off audience muting, participants hear a message explaining how to unmute themselves.	Leader only
*6	Mute or unmute your microphone.	Everyone
*7	Lock or unlock the conference.	Leader only
*8	Admit all participants currently in the lobby to the conference. After you issue this command, everyone joining the meeting bypasses the lobby.	Leader only
*9	Enable or disable announcements for participants entering and exiting the conference. Announcements are heard by everyone in the meeting.	Leader only

Joining a Conference Call from a Computer with MS Outlook Client

- open the **Conference Call/Meeting Invite** on your MS Outlook calendar
- click the **-> Join Skype (or Lync) Meeting** link in the invite

The *Join Meeting Audio* window displays with options to join the meeting.
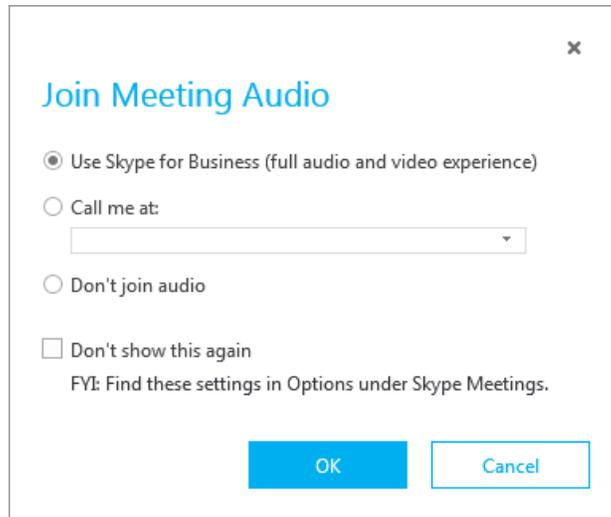
Option	Description
Use Skype for Business (full audio and video experience)	Use this option if you have a working computer mic and speakers, or a headset connected to the computer.
Call me at:	Use this option if you want the system to call one of the listed phone numbers from the dropdown, or a new number that you can enter (for audio portion only).
Don't join audio	Use this option if you want to call into the conference call separately via phone (for audio portion only).

Note: A mic and speakers, or a headset, is required to use computer audio. A webcam is required to conduct a video call. Joining via a computer is required for any video and/or computer screen sharing sessions. The "Call me at" option connects both your computer and phone together as one participant and you will be able to mute/unmute yourself via the computer. Phone callers can only participate in the audio portion.

- select your preference to join meeting audio
- click **OK**

Scheduling a Conference Call (Meeting) via MS Outlook Client

- open **Outlook Calenda**r
- go to **Home** tab
- in the **Skype Meeting** group, click **New Skype (or Lync) Meeting**

The *Untitled Meeting* window displays with the call-in information included.

- set up the meeting as you typically would:
  - o add *email addresses, subject,* and *date/time info*
  - o add *any other conference call info or meeting agenda*
- double-check the information and click **Send**

Note: **Meeting invitees will receive an email in their Inbox. When they accept it, it will be added to their Outlook Exchange calendar. If they decline it, it will be removed. The Skype Meeting information can also be added to a pre-existing meeting by reopening it in MS Outlook and then clicking the Skype Meeting button on the top ribbon.**

Scheduling a Conference Call (Meeting) using OWA 2013

- sign on to **https://email.pace.edu**
- click **Calendar** in upper right-hand corner of screen

- click ⊕ New event link on top left of calendar

The *Meeting* window displays:
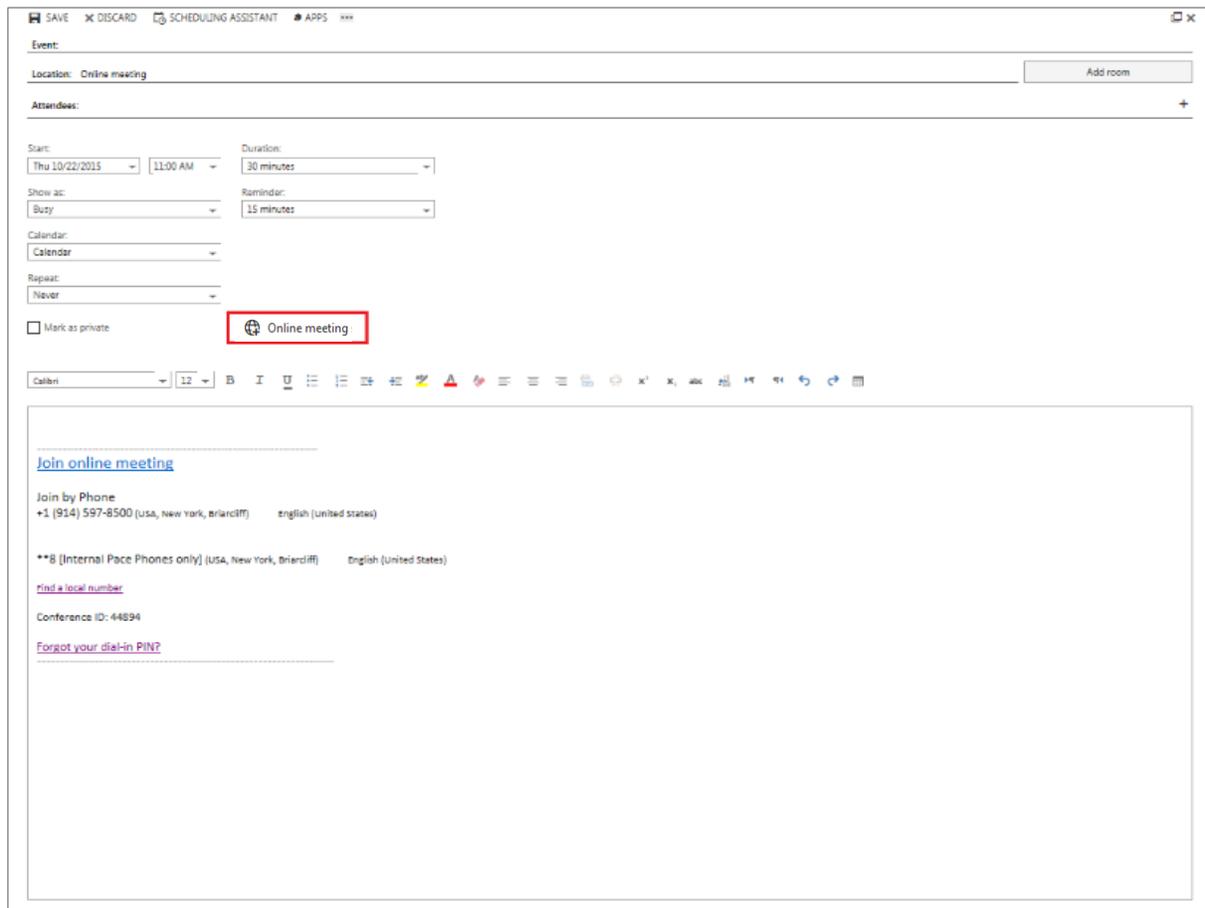
- click **Online meeting** in the middle section

The *Join online meeting* link and call-in detgmails display in the message area.

- set up the meeting as you typically would:
  - add *event title, location, attendees* and *date/time* info
  - add any other conference call info or meeting agenda
- in upper left-hand corner of screen click **Send**

  Note: Meeting invitees will receive an email in their Inbox. When they accept it, it will be added to their Outlook Exchange calendar. If they decline it, it will be removed. The Skype Meeting information can also be added to a pre-existing meeting by reopening it in OWA and then clicking Edit and then Online meeting.

Have questions about using Skype for Business for conference calls?
Contact the Pace Information Center during normal business hours:
Phone: (855) PACE–311, or Email: info311@pace.edu

To learn more about Skype for Business, visit www.pace.edu/skype