

## Skype for Business | Conferencing

### Training Overview

- I. Why MeetingPlace is being Decommissioned
- II. What is Skype for Business
- III. AMS
- IV. User Roles
- V. PINs
- VI. Questions

#### I. MeetingPlace

- Antiquated and Unsupported
- Loss of features over time
- Limited to phone only conversations
- Usage limitation (24 attendees per meeting, 90 concurrent attendees across system)

#### II. Skype for Business

- Easy-to-use interface ties directly to Outlook (PC or Mac)
- Multiple communications options (e.g., Phone, Instant Messaging, Computer/Smartphone)
- Allows up to 250 attendees per meeting

#### III. AMS

- Skype for Business and AMS Polycom/video conferencing are two different services.
- Some advantages of AMS are their operations center that can provide real time assistance as well as their white gloves service for those with SLAs.

#### IV. User Roles

##### Online Meetings

- Online meetings refer to users as either **Presenter** or **Attendee**

##### Phone Only

- **Scheduler:** Person who schedules meeting, does not have to attend meeting
- **Leader:** Person who will start a phone only meeting with a PIN
- **Attendee:** Generally, any person attending the meeting, but, for today's training we're using the term to differentiate from the leader
- **WSU/Non-WSU:** For phone only meetings this doesn't really matter as much, but, for the online or hybrid option it does come into play.

#### V. PINs

- PINs are assigned to an individual based on NID and Office Phone Number
- To request send an email with NID/Phone Number to [cougtech@wsu.edu](mailto:cougtech@wsu.edu)
- It takes about 2 business days for a PIN to be created
- Any PIN can start any meeting

## **Call in Prompts**

### **Joining as Scheduler and Leader**

1. Welcome to the Audio Conferencing Center
2. Please enter the conference ID number followed by #
3. If you are the Leader please press \*
4. If you scheduled the meeting, please enter your PIN now
5. You have now been joined to the meeting as a Leader

### **Joining as Leader Only**

1. Welcome to the Audio Conferencing Center
2. Please enter the conference ID number followed by #
3. If you are the Leader please press \*
4. If you scheduled the meeting, please enter your PIN now (If you didn't schedule the meeting wait a few seconds for next prompt)
5. If you have been designated as a leader, please press \* again
6. Enter your phone number or extension
7. Please enter your PIN
8. You have now been joined to the meeting as a Leader

### **Joining as Attendee if Leader is already Signed-in**

1. Welcome to the Audio Conferencing Center
2. Please enter the conference ID number followed by #
3. After the tone, please record your name and press #
4. You are now joined to the meeting

### **Joining as Attendee if Leader is not Signed-in**

1. Welcome to the Audio Conferencing Center
2. Please enter the conference ID number followed by #
3. If you are the Leader please press \* (if you are not the leader wait a few seconds for the next prompt)
4. After the tone, please record your name and press #
5. The leader has not yet joined the meeting (if you enter before the Leader has signed in)
6. You are now joined to the meeting (once the leader has signed in)